

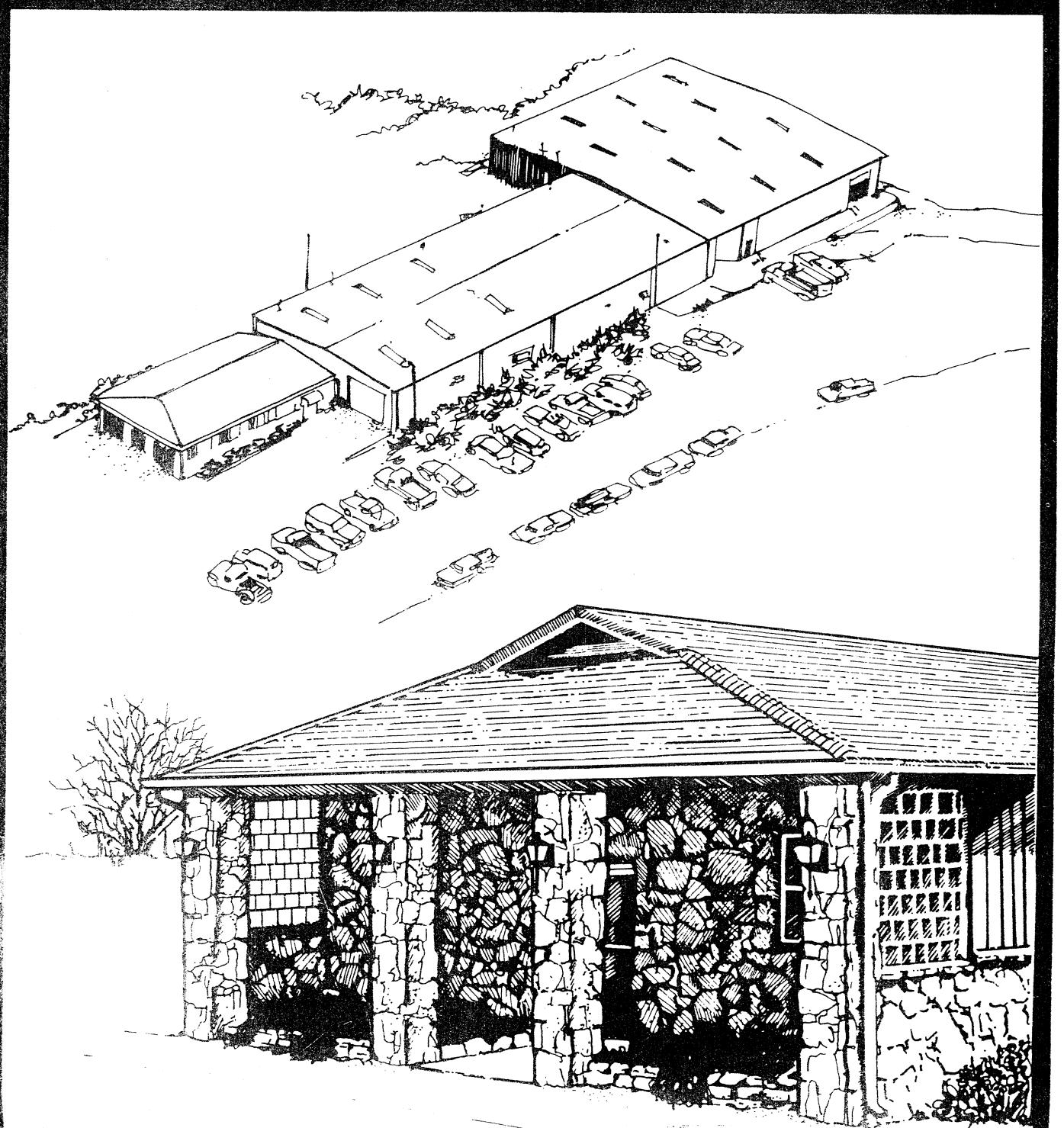
Savings Bond Drive  
June 3-17

# Face to Face

June 1981

SHEAFFER EATON **TEXTRON**

Sheaffer Eaton Division of Textron Inc.



Inside...

## McMinnville

On the cover - Two views of McMinnville Tool and Die, as depicted by Sheaffer commercial artists Cheryl Madera (top) and Nancy Meierotto.

**Face to Face** is a newsletter for Sheaffer Pen employees, retirees, and their families. It is published at the Sheaffer Pen operation of Sheaffer Eaton Textron, 301 Avenue H, Ft. Madison, Iowa 52627.

Dan Temborius/Editor

## We all retire

When retirement time rolls around (and it will - sooner than you think), wouldn't it be nice to have an extra nest egg stashed away? You'd feel a little more secure, right? Savings Bonds offer two tax-saving options to help make sure you'll be comfortable.

You can cash Bonds you've purchased over the years as needed to supple-

ment your retirement income, reporting the interest as income on your tax return. You will probably be in a lower tax bracket by then, and claim a double exemption if you're over 65, so you'll have more of the money you've saved to enjoy.

Or you can produce income from your savings by taking your accumulated Series EE Bonds to your bank and trading them for Series HH Bonds. HH Bonds pay interest as it's earned through semiannual Treasury checks. You don't have to pay tax on the accumulated interest on the Bonds you trade in until the HH Bonds are cashed, or reach maturity. This way you keep your principal intact, have a steady income for at least ten years, and, when the HH Bonds are cashed, the tax will be at your lower post-retirement rate.

## SHEAFFER EATON NAMED TOP SUPPLIER

**S**heaffer Eaton has won the Supplier of the Year Award for writing instrument manufacturers, sponsored by Catalog Showroom Merchandiser Magazine.

The award recognizes quality of products, on-time delivery, terms, consumer advertising, catalog showroom displays, and overall cooperation and support of the fast-growing catalog merchandising business. Buyers nationwide vote for the winners.

The award was accepted by Mrs. Louise Sullivan, Sheaffer Eaton's catalog coordinator, based in New York, NY.

## 'Seniors' catch *Annie* in Des Moines

**T**hirty-six members of the White Dot Seniors, Sheaffer's organization of retirees, traveled to Des Moines on April 29th for a matinee performance of the musical, *Annie*.

The performance was stage before a capacity crowd of over 2,700 people in the acoustically perfect

Civic Center. Based on the "Little Orphan Annie" comic strip, it starred Harve Presnell as Oliver Warbucks, Kathleen Freeman as Miss Hannigan and Bridget Walsh in the title role. The Broadway production of *Annie* won seven Tony Awards, including Best Musical.



**VICE PRESIDENT** Dick Canella (left), Safety and Security Supervisor Loren Simmons and Industrial Relations Manager Ray Rutter view the Textron Safety Record Award received recently by the company. Canella accepted the plaque on behalf of all Sheaffer employees "for making a significant con-

tribution toward Textron's goal of superior performance by substantially reducing employee occupational injuries" during 1980. The award was signed by Textron Chairman Robert P. Straetz and President B.F. Dolan.

**Tool and die purchase...**

# **McMinnville adds support to local operations**

## **6 sites scouted before choice was made**

**W**e were looking for a tool and die operation that could lend support to our own tool room. McMinnville is able to do that," says Sheaffer Engineering Manager Lew McAllister.

McAllister is referring to McMinnville Tool and Die Inc., the Tennessee-based company purchased by Sheaffer Eaton on January 30.

A primary reason behind the decision of Sheaffer top management to acquire a tool company was the shortage of certified toolmakers in the southeast Iowa area. According to McAllister, "Our workload of die maintenance increased over the years until it became more than our limited number of personnel could keep up with. It got to the point where we were shipping nearly half of our mold dies to custom shops around the country for repair. We had to do something to gain more direct control over the situation, and buying a tool shop seemed to be the best answer to the problem."

**T**he search began last spring. McAllister and Vice President Dick Canella inspected companies in St. Louis, Mo.; Phoenix, Ariz.; Jacksonville, Texas; Fort Lauderdale and Tampa, Fla.; and, on May 7-8, McMinnville, Tenn. What

sold them on McMinnville? "Some of the shops didn't offer all the capabilities we needed, while others offered more than we needed," McAllister says. "McMinnville was just right. They have the experience in plastic injection mold dies and progressive stamping dies that we were looking for."

Specifically, McMinnville Tool will build new dies and spare parts, repair existing dies and produce plastic writing instrument components with their facility's three molding machines. Mold dies currently under construction by McMinnville personnel will be used in the production of parts including gripping sections and ornament plugs for the new Targa Slim Line instruments, barrels for TRZ pencils and ballpoints, and White Dots appearing on Sheaffer primary line products.

The McMinnville shop also features a wire electronic discharge machine (EDM) capable of precisely cutting parts out of metal via its electrically charged wire. Among its uses is the formation of gears and cams for Augenstein engraving machines in Sheaffer's Metal Fabricating Department.

In addition to supporting operations at Sheaffer Pen, McMinnville will devote about 25% of its time performing duties for

customers it has served in the past.

To ensure that McMinnville's transition from an independent company to a part of Sheaffer Eaton is orderly, and to gain firsthand knowledge of the operation, several key personnel from Ft. Madison have traveled to Tennessee for meetings and discussion.

Besides Canella and McAllister, they include Walt Walz, plant controller; Jim Carlson, tool engineering manager; Mike Crawley, requirements planning manager; Danny Butcher, senior process engineer; Bernard Bengtson, tool and die foreman; Ed Zumdome, molding foreman; and Bernie Ulm, maintenance foreman.

The facility was also visited by Ned Bishop, Sheaffer Eaton president; Dave Roberson, vice president of administration; and Dick Boss, vice president of domestic operations; all from Pittsfield.

Additionally, members of the McMinnville management team have come to

Ft. Madison for a look at local operations. Those making the trip were Joe Hildreth, plant manager (now reporting to Dick Canella); Ricky Northcutt, molding superintendent; Jim Young and Kenny Dunn, mold design engineers; and Brian Neely and Lanny Hayes, tool room foremen.

**J**oe Hildreth founded McMinnville Tool and Die in 1968. The two shift operation employs approximately forty-five people, including three full-time designers and over thirty journeymen tool and die makers. The one-story facility consists of a 20,000 square foot air conditioned shop and 2,800 square feet of office space.

With a population of about 11,000, McMinnville serves as the county seat of Warren County and lies sixty miles southeast of Nashville. The community is surrounded by farmlands producing livestock, dairy products and tobacco.

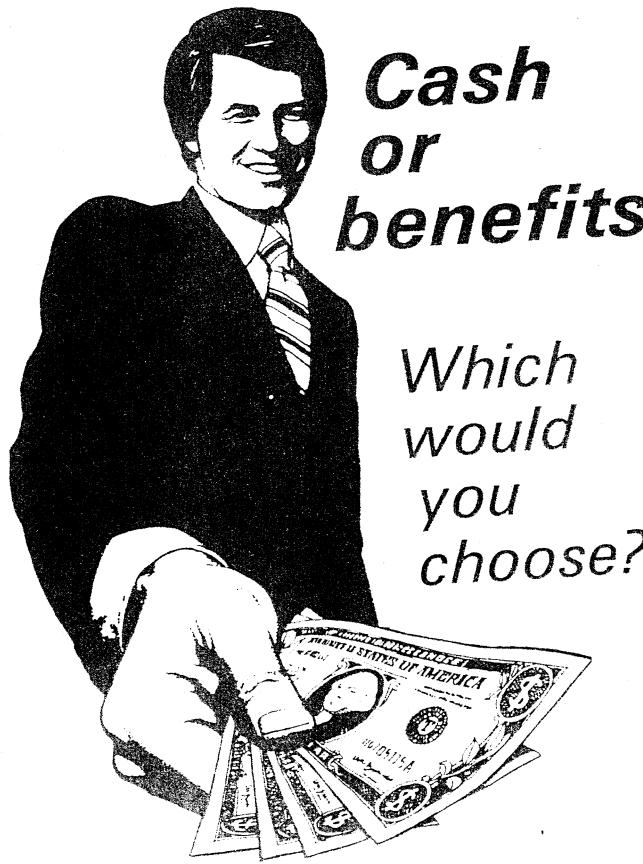
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## **Is there a college student in your future?**

**P**arents - Do the high costs of college lie ahead for you? There's an easy way to start saving today to meet those costs. And it's tax free!

Buy U.S. Savings Bonds in your dependent child's name (with you as beneficiary rather than co-owner). The first year, file a federal tax return in the child's name, listing accrued interest as income. Under the Internal Revenue Code, up to \$1,000 in unearned (i.e. interest) income can be accumulated

without tax liability. Therefore, each of your children could own Bonds earning up to \$1,000 interest per year (assuming that the child has no other income) without subjecting the income to taxation. The first year's return establishes intent, and no further returns will be necessary unless income in any year exceeds the filing limitations established by the Internal Revenue Service.



"I gotta tell you - I'm alright now, but last week was rough!"

Those were the words of Harlan L. "Swifty" Krelman, an employee of a progressive Midwestern company, as he recalled a series of events that taught him the real value of employee benefits. Unfortunately, Swifty had to learn the hard way.

It all started when he received a copy of his company's newsletter and noticed an article about benefits. According to the article, the company thought so much of Swifty that it was giving him benefits amounting to 30% of his pay. Since he was suffering from a financial virus known as "the shorts," this news gave him a brilliant idea. He rushed down to the personnel department.

"Look," he said. "we're one big happy family,

right?"

"Right," the personnel manager beamed.

"You like to see me happy, huh?"

"The happier you are, Swifty, the happier we are."

"Well, would you like to see me really happy?"

"You name it!" said the personnel manager.

"Okay," Swifty replied, "see this article? It says the company gives me benefits worth about 30% of my pay. So, to make me really happy, just convert that to cash. Give me the extra money, and you can keep the benefits."

The personnel manager nearly cried. "But, Swifty," he said, "you won't be happy without those benefits."

Swifty Krelman wasn't listening. He was too busy calculating. "Let's see, 30% of my \$1,000-a-month pay...that'll come to \$300 extra a month!"

"But, Swifty, employee benefits are worth a lot more than the money you pay for them. They make this a better place to work at. They give you peace of mind."

"With \$300 extra," Swifty sneered, "I'll have peace of mind. And so will my creditors."

"But, Swifty, you'll lose money. You don't realize how many benefits you're getting."

"Look," Swifty said, "when you talk benefits, I don't get the message. When you talk money, I read you loud and clear."

"It's a deal then?" asked the personnel manager.

"It's a deal. Gimme the cash and forget the benefits."

So Swifty went home that evening a very happy man.

"Give that meat loaf to the dog," he told his wife, Piper Lou. "We're eating steak. I got a \$300 raise today."

Piper Lou was impressed -until she heard how he had done it.

"You think that was smart?" she asked.

"Sure it was. What benefits can they give me that will be worth that much money? You sound like the personnel manager."

The next morning, with a light heart and a head to match, Swifty got into his car and headed for work. Everything went fine until 9:30 a.m., the usual time for his coffee break. As he was getting up, his supervisor walked over and said, "I heard you've given up your benefits. We'll miss chewing the fat with you in the break room."

Swifty gasped. "You mean I don't even get coffee breaks?"

"I'm afraid not," said the supervisor. "The way we

figure it, your coffee breaks cost the company about \$500 a year."

"#@\$!" cried Swifty.

At lunch time, Swifty headed for the cafeteria, but as he entered he was stopped by the personnel manager, who gave him another nasty surprise. He told Swifty he could no longer eat in the company cafeteria. "Forget it!" Swifty said. "I can eat out just as easily."

"Sure you can," answered the personnel manager. "Try Slick's Grease Wagon."

Swifty did. "What's your special today?" he asked.

"Fish cakes. \$2.75," was Slick's reply.

"I can eat at the plant for a lot less," Swifty snorted.

"Hey, I ain't stoppin' you. Go on back to the plant and eat."

"I'm too smart to eat with those lame brains," boasted Swifty. "It'll cost me more to eat here, but I'll still be money ahead."

Being weak of mind and strong of stomach, Swifty finally finished the fish cakes and headed back to work. There was a note for him to call his wife.

Piper Lou answered the phone with bad news "Swiftette stuck a pea up her nose and it's worked its way into her head. She's in the hospital."

"In the hospital!" Swifty gasped.

"Well, she's just lil you," complained Pip Lou. "She's got a brain t' size of a pea, and the doctor says they have to be extremely careful that they don't make a mistake a remove the brain instead of the pea. It's going to cost us \$125 a day."

"\$125 a day!" Swifty gasped again.

"Yes, Swiftette has a private room. The pea rattling around in her head disturbs everyone. She sounds like the ge-

section in a mariachi band."

"Whew, thank goodness I've got insurance!" wheezed Swifty.

Piper Lou asked, "But do you?"

Swifty slammed down the phone and raced to the personnel department. "My daughter's in the hospital with a pea in her head. You haven't cut off my insurance have you?"

"Sorry, Swifty, but I had to," the personnel manager sighed. "Medical insurance is another benefit. You put up a small part of the cost, but the company pays the rest. Here's a refund of your payment."

Swifty stared at the refund. "But I couldn't keep my dog at the vet's for this," Swifty exclaimed. "I ought to be shot!"

"You can't afford it," said the personnel manager. We've cut off your life insurance. That's another benefit. Here's a refund for what you paid toward it."

Swifty counted the refund and groaned before asking, "How much will it cost me to get as much medical and life insurance coverage as I had?"

"It will probably cost you five or six times more than what you paid for group insurance here. You see, the company can get a much lower rate under a group plan. And don't forget that the company pays a substantial part of the cost."

Swifty was almost in tears. "I need a good long rest," he said.

"You can't afford that either. Paid vacations are another benefit," explained the personnel manager.

Swifty moaned, "What else can go wrong? I think I'll just retire."

"You had better think twice before you do that. We had to cut off your pension, too."

"That does it!" Swifty

said grimly. "I can't take a break! I can't eat here! I can't afford to put my girl in the hospital! I can't take a vacation, and I can't retire! Well, I know what I can do! I can punch you right in the mouth! You let me think that those benefits amount to only \$300 a month! You didn't say it would cost me a lot more than that to duplicate them!"

Thoroughly disgusted, Swifty hauled off and uncorked a swing at the personnel manager, who ducked, sending the flying fist through a window.

"Don't just stand there," Swifty snarled as he examined his bleeding knuckles. "Get me some first aid!"

"Sorry, Swifty, that's a benefit, too."

"Well, can I say something?"

"Sure, Swifty. What is it?"

"Take your lousy money and give me back my benefits!"

"Gladly," the personnel manager beamed. "We know Swifty Krelman is the one person who will really appreciate them!"

**A**lthough this parable may be slightly far-fetched, it makes a good point - benefits really do add up. As employees, how many of us have a "Swifty Krelman" attitude? Do we take benefits for granted?

Listed below are various employee benefits for which Sheaffer Pen provides funding:

#### **Group medical and life insurance**

**Medical leaves of absence**

**Funeral and jury duty leaves**

**Paid vacations**

**Paid holidays**

**Cafeteria**

**Recreational activities**

**Pension funds**

#### **Educational fees and related travel expenses**

**In-plant training programs**

**Social Security taxes**

**Worker's Compensation insurance**

**Unemployment taxes**

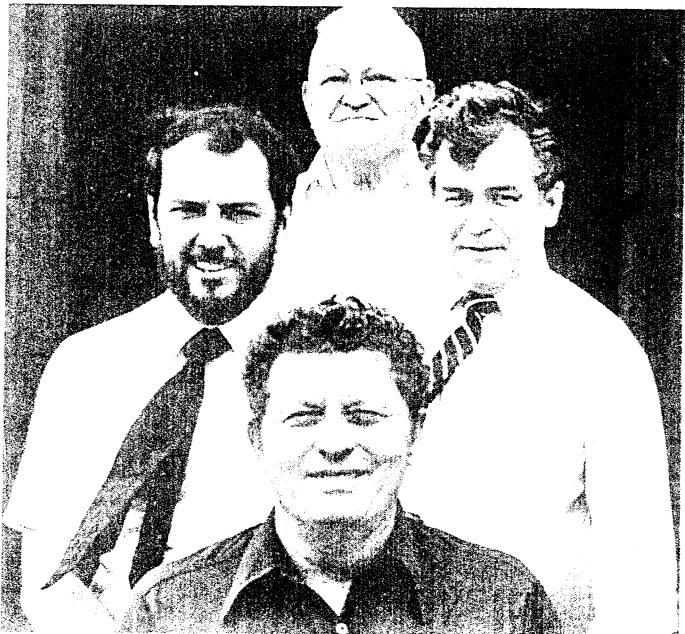
**PIP awards**

**Service awards**

**Face to Face newsletter**

Don't forget the other benefits offered by the company or Textron. They include: the Employee Store, educational and cultural matching pro-

\$4,939,000. With an average employment of 1,411 men and women during the year benefits amounted to about \$3,500 per employee.



**THE BADGERS** grabbed first place honors for 1981 in the Sheaffer men's bowling league. Team members included (top to bottom) Bob Consbrock, Tom Frantz, Steve Hohl, Jim Thompson and (not pictured) Norm Dodson. It was the Badgers' second league championship in three years.

Hourly employees -

# THE NEW CONTRACT AND YOU

Overtime article changed

The labor agreement between Sheaffer Pen and Local 1551 of the United Auto Workers, which went into effect on April 17, 1981, contains certain changes that could affect each hourly employee of Sheaffer Pen. Some of these changes concern overtime.

In order to keep its readers informed, *Face to Face* is reprinting Article 6, dealing with overtime, below. If you are an hourly employee, please read it carefully. Ask your foreman for answers to any questions you might have about the material. Supervisors with questions should contact Ron Smith, labor relations manager, extension 321.

## ARTICLE 6. OVERTIME DISTRIBUTION

### Section 1. Definition

(a) Scheduled overtime shall be defined as that overtime which is known by management thirty-six (36) clock hours in advance of the start of the overtime. Weekend (Saturday and Sunday) overtime shall be considered scheduled overtime.

(b) Non-scheduled overtime shall be defined as all overtime not defined as scheduled overtime.

(c) Qualified employees for overtime purposes, shall be defined as those employees who, as determined by management can perform the required job in a satisfactory manner.

### Section 2. Overtime Sign-Up

(a) Employees desiring to work scheduled overtime must personally register that desire by signing a form provided by their department between the start of the week and noon on Wednesday of each week. Any alteration or change which will be recognized by the company once an employee signs an intention to work overtime form, must be initiated by a management representative in the department. The employee shall sign the sheet showing their name, their seniority date, their assigned job title, their shift, the days they desire to work overtime, and whether they want to be considered for a shift other than their own and/or jobs other than their own. Quality Assurance employees shall sign the overtime sign-up sheet by Inspection Area, with their job title being the inspection station they are assigned to.

(b) Employees who will not be available to sign their intention to work overtime before the end of the first shift Wednesday of any given week, due to planned absence, vacation, leave, etc., but will be available for assignment

commencing on Thursday of said week, may sign their intention to work for the given week of their return in advance of leaving.

(c) The signature of intent to work will specify intent for the following Saturday and Sunday plus scheduled overtime from the following Monday through the following Friday.

(d) Those involved in rotating shifts will have an equivalent opportunity, but such signature of intent will be controlled from the third day of their work week. Continuous operation employees will be exempted from any reference to this section.

(e) It shall be the joint responsibility of both the company and the union to cooperate to make this system work, but it shall be the employee's sole responsibility to register his/her intent to work available overtime each week.

### Section 3. Overtime Assignment

(a) Management will determine what overtime assignments are needed.

(b) Scheduled overtime will be assigned in the following manner:

1. It will be first assigned, in seniority order, from those employees, except in the skilled trades, who have the job title (Q.A. Inspection Station) and shift of the required overtime job and who have signed their intent to work overtime. In the skilled trades, overtime will be first assigned to those tradesmen, except for apprentices, who are on the particular job or who are directing an apprentice on the particular job at the time the overtime is scheduled.

2. It will be next assigned, in seniority order, to those employees, except in the skilled trades, who have the job title (Q.A. Inspection Station) on a shift other than the shift required for

overtime and who have indicated on the overtime list their intent to work shifts other than their own (weekends and holidays only).

In the skilled trades, overtime will be next assigned, in seniority order, from those skilled tradesmen, except apprentices, who have signed the overtime list and who have the job skills required, followed by the qualified apprentices who have signed the overtime list.

3. If an insufficient number of employees sign up for a job and shift the overtime will be offered, in seniority order, to those employees who signed the overtime sign-up sheet for that department (Q.A. Inspection Area) and who, as determined by the department supervision, can perform the job in a satisfactory manner.

Employees who accept an overtime assignment in a lower rate group will be paid the rate of the job, i.e. for piecework it will be the base rate of the job and for daywork/daywork incentive their rate will be the mid-point of the daywork rate for that job. This paragraph will not apply to skilled trades.

4. If the company is unable to assign a sufficient number of employees to a given overtime job thru the preceding paragraphs (b) 1, (b) 2, or (b) 3, the company will automatically assign employees with the required job title (Q.A. Inspection Station), in reverse order of their seniority by shift. Employees thus assigned shall have no recourse but to accept such overtime assignment. This paragraph

will also apply to skilled trades.

(c) Non-scheduled overtime will be assigned to those employees who normally perform the work that is needed for overtime.

### Section 4. Assignment Error

(a) The company will pay an employee the extent of the overtime missed at the appropriate premium rate, only if the company skips or misses an employee who should and could have been assigned the overtime in accordance with this Article, Section 3, paragraph (b) 1, or (b) 2.

(b) There shall be no penalty payment for an employee whose assigned job title (Q.A. Inspection Station) did not work.

### Section 5. Overtime Notification

(a) Employees required to work overtime will be notified as soon as possible by management. In the event of Saturday or Sunday overtime, every effort will be made to notify the affected employee no later than the preceding Thursday.

(b) Scheduled overtime, on a daily basis, will be assigned no later than the previous day.

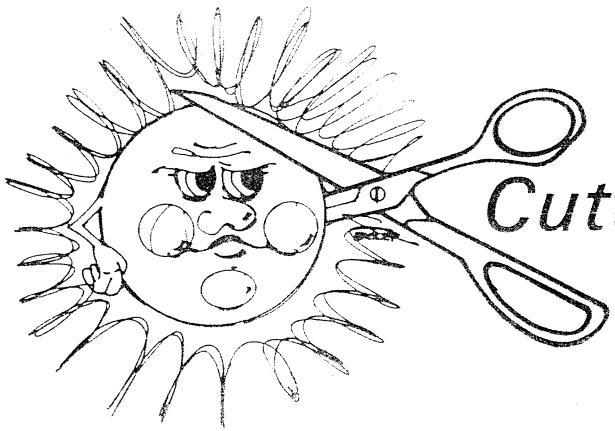
(c) Non-scheduled overtime will be kept at a minimum and the affected employees will be notified as soon as possible.

### Section 6. Absent Employees

Nothing in this article shall be interpreted as requiring the company to assign overtime work to an employee who is not qualified to perform the work, or to an employee who is on vacation or leave of absence at the time overtime assignments are made.

*When arguing with a stupid person, be sure he isn't doing the same thing.*

— Typo Graphi



# *Cutting the cost of keeping cool*

**O**vercooling your home or apartment is expensive and wastes energy. Don't use or buy more cooling equipment capacity than you actually need.

#### **Regarding air conditioning equipment...**

*If you need central air conditioning, select a unit with the lowest suitable capacity and highest efficiency.* A larger unit than you need not only costs more to run but probably won't remove enough moisture from the air. Ask your dealer to help you determine how much cooling capacity you need for the space you have to cool.

*Make sure the ducts in your air conditioning system are properly insulated, especially those that pass through the attic or other uncooled spaces.*

*If you don't need central air conditioning, consider using individual window or through-the-wall units in rooms that need cooling from time to time. Select the lowest capacity and highest efficiency for the rooms you need to cool. As a rule, these will cost less to buy and less to operate.*

*Install a whole-house ventilating fan in your attic or in an upstairs window to cool the house when it's cool outside, even if you have central air conditioning. It will pay to use the fan rather than air conditioning when the outside temperature is below 82 degrees Fahrenheit. When windows in the house are open, the fan pulls cool air through the house and exhausts warm air through the attic.*

#### **When you use air conditioning...**

*Set your thermostat at 78 degrees Fahrenheit, a reasonably comfortable and energy efficient temperature. The higher the setting and the less difference between indoor and outdoor temperature, the less outdoor hot air will flow into the building. If the 78 degree Fahrenheit setting raises your home temperature 6 degrees (from 72 degrees Fahrenheit to 78 degrees Fahrenheit for example), you should save between 12 and 47 percent in cooling costs, depending on where you live.*

*Don't set your thermostat at a colder setting than normal when you turn your air conditioner on. It will not cool faster. It will cool to a lower temperature than you need and use more energy.*

*Set the fan speed on high except in very humid weather. When it's humid, set the fan speed at low; you'll get less cooling, but more moisture will be removed from the air.*

*Clean or replace air conditioning filters at least once a*

*month. When the filter is dirty, the fan has to run longer to move the same amount of air, and this takes more electricity.*

*Turn off your window air conditioner when you leave a room for several hours. You'll use less energy cooling the room down later than if you had left the unit running.*

*Consider using a fan with your window air conditioner to spread cooled air farther without greatly increasing your power use. But be sure the air conditioner is strong enough to help cool the additional space.*

*Don't place lamps or TV sets near your air conditioning thermostat. Heat from these appliances is sensed by the thermostat and could cause the air conditioner to run longer than necessary.*

#### **With or without air conditioning...**

*Keep out daytime sun with vertical louvers or awnings on the outside of your windows, or draw draperies, blinds, and shades indoors.*

*Keep lights low or off. Electric lights generate heat and add to the load on your air conditioner.*

*Do your cooking and use other heat-generating appliances in the early morning and late evening hours whenever possible.*

*Open the windows instead of using your air conditioner or electric fan on cooler days and during cooler hours.*

*Consider turning off the furnace pilot light in summer, but be sure it's reignited before you turn the furnace on again.*

*Dress for the warmer indoor temperatures. Neat but casual clothes of lightweight open-weave fabrics are most comfortable. A woman will feel cooler in a lightweight skirt instead of slacks. A man will feel cooler in a short-sleeved shirt than in a long-sleeved shirt of the same weight fabric.*

#### **Without air conditioning...**

*Be sure to keep windows and outside doors closed during the hottest hours of the day.*

*Use window or whole-house ventilating fans to cool the house when it's cool outside.*

*Use vents and exhaust fans to pull heat and moisture from the attic, kitchen and laundry directly to the outside.*

*If everyone in this country raised air conditioning temperatures six degrees, we'd save the equivalent of 190,000 barrels of oil everyday.*

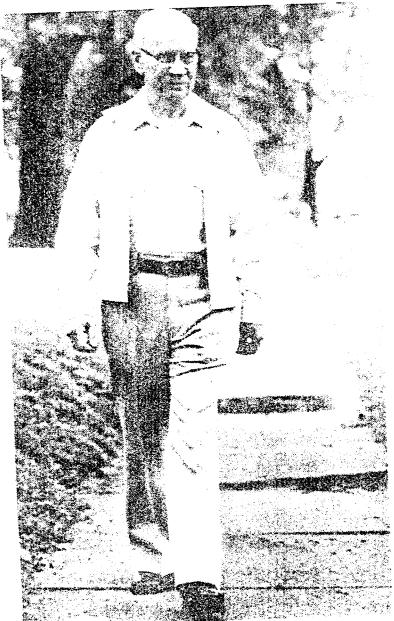
# Retirements and Anniversaries

Nina Martin  
Skrp  
20 Years Service  
Retired May 8

Marjorie Meierotto  
Plastic Fab  
21 Years Service  
Retired April 30



Marjorie Meierotto  
Plastic Fab  
21 Years Service  
Retired April 30



Paul Cooper  
Tool and Die  
35 Years Service  
Retired April 30



Mary Bonham  
Plating  
7 Years Service  
Retired May 8



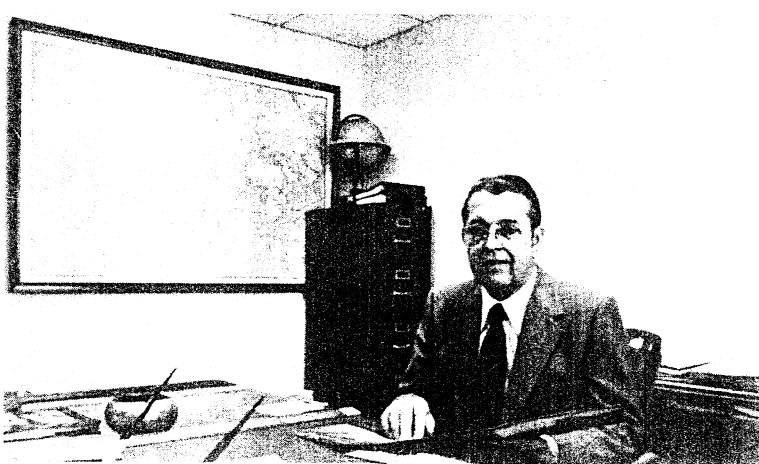
John Azinger  
Quality Assurance  
40th Anniversary  
May 26



Dorothy Copeland  
Plastic Fab  
8 Years Service  
Retired May 30



Sarah McDaniel  
Shipping I  
6 Years Service  
Retired May 22



Charlie Rupert  
International Operations  
35th Anniversary  
May 27

Sally Roberts  
Service  
18 Years Service  
Retired May 30

Geraldine Herold  
Skip  
29 Years Service  
Retired May 29

Louise Watts  
Traffic  
27 Years Service  
Retired May 29

Mae Moore  
Buffing  
8 Years Service  
Retired April 23

Letha St. Clair  
Pen Point  
25th Anniversary  
May 5

279 Years  
with  
Sheaffer Pen

## 10 good reasons to join the Payroll Savings Plan

• **9% interest** - U.S. Savings Bonds now pay a full 9% on your savings if held to their maturity of eight years (6% after one year; 8 1/2% after 5 years). That beats the return on lots of other savings plans.

• **Interest increases** - The Treasury Department has been authorized to increase interest on Bonds up to a full 1% each six months, if economic conditions warrant.

• **Big tax savings** - Savings Bonds are exempt from all state and local income or personal property

taxes.

• **Delayed federal taxes** - No federal taxes to pay until they're cashed or reach final maturity. At retirement that could be peanuts.

• **Painless accumulation** - The Payroll Savings Plan hardly hurts when a few dollars each pay period are automatically set aside to accumulate Bonds.

• **Small contributions** - As little as \$1.00 can be saved each payday. That's penny candy money...if you can find penny candy these days.

• **College the easy way** - Accumulating U.S. Savings Bonds in your child's name can, if certain conditions are followed, render them totally tax free when they are cashed for use in college. What easier way to pay for swiftly rising education costs? (For details, see separate article in this issue)

• **Unequaled safety** - Lost, stolen or burned, Bonds are as good as gold because the government will replace them after any loss. So you can leave home without them.

• **Cash on demand** - Liquidity is always on the thinking investor's mind. Cash when you need it is one of the best benefits of Savings Bonds, and you can cash them any time after six months from purchase.

• **Boosting America** - Buying Bonds is a patriotic practicality. It helps you while you help your country. Bonds serve to underwrite federal monetary needs and help fight inflation by supplying dollars that might be borrowed at much higher rates.

# How's your memory?

Savings Bond posters have appeared on walls and bulletin boards across the United States since 1917. Chances are your memory doesn't go back quite that far, but our "Name the Year of the Poster" contest isn't just a test of recall power. A little luck and a few correct guesses could make you\* the winner. What would you win? The prize that keeps getting better with age - a \$75 Savings Bond.

Complete the entry blank on this page by filling in the year in which each poster appeared, and your name and department. Cut it out and drop it off at the Employee Store or guard's desk at Plant 1, or the office at either Plant 2 or 5. And remember. Anyone who buys Bonds through the Payroll Savings Plan is a winner!



1

## "Name the Year of the Poster" Contest

- 1) 19 \_\_\_\_\_
- 2) 19 \_\_\_\_\_
- 3) 19 \_\_\_\_\_
- 4) 19 \_\_\_\_\_
- 5) 19 \_\_\_\_\_
- 6) 19 \_\_\_\_\_

Name \_\_\_\_\_

Department \_\_\_\_\_

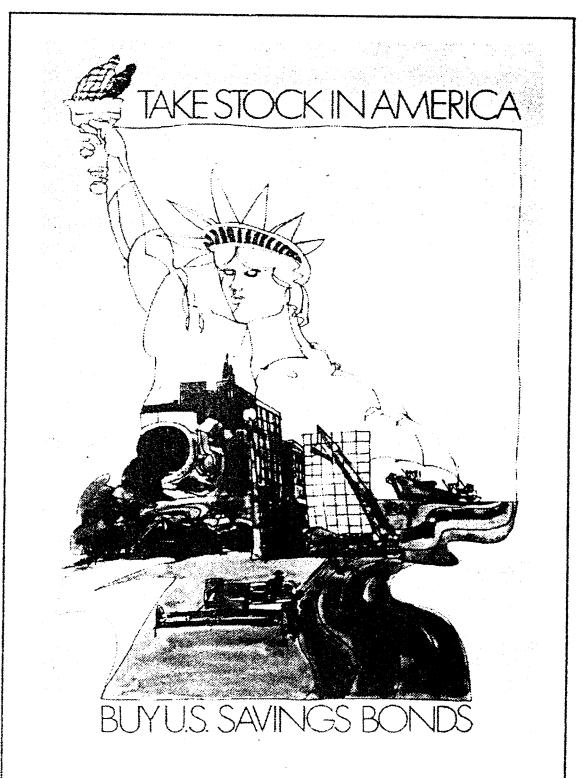


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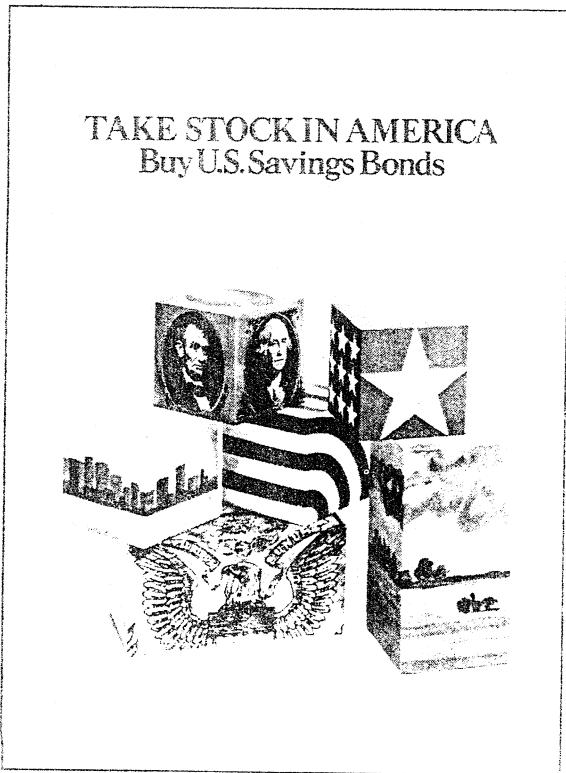
\*All full-time employees of Sheaffer Pen are eligible to enter the "Name the Year of the Poster" contest. Entry deadline - June 17, 1981. One entry per employee. In case of a tie, the winner will be selected by a drawing. The winner will be announced June 19.



2



3



4



5



**FRANCES CARNES**, Molding, was a grand prize winner in the special drawing open to Sheaffer employees who submitted scrap-reducing PIP ideas during the first quarter of 1981. Frances, and Wayne DeWitt, Industrial Engineering, each won \$150 worth of groceries at Easter Foods in Fort Madison. Other winners were: Frank Hermes, Screw

Machine; and Hazel Parrott, Plastic Fab; who won a dinner for two at the area restaurant of their choice; and Don Lucas, Molding; Lurene Utsinger, Metal Fab; Bill Salladay, Buffing; and Dan Reppert, Production Control; all winners of a \$25 gift certificate at their choice of local clothing stores.

## PEOPLE

### Married

\*Doris Strunk, Production Control, to Larry Findahl, April 18.  
 \*Kelly Snowden, Ballpoint, to Charles Wilson, May 2.  
 \*Diana Becker, Ballpoint, to Robert Schinstock, May 2.  
 \*Cheryl Knox, Industrial Relations, to Kelley Joe Clark, May 9.  
 \*Tony Smith, grandson of Ellen Rashid, Office Services, to Katrina Simmons, May 9.  
 \*Lori Kirchner, Customer Service, to Harlan Pundt, May 30.

### Births

\*A girl, Carrie Ann, to Craig (Ballpoint) and Genny Huls, Art Department, April 19.  
 \*A girl, Patricia Lynne, to Randy and Janet Stoops, May 14. Maternal grandmother is Dorothy Copeland, Plastic Fab, retired.

### Congratulations

\*To Connie Cuthbert, who has passed the Iowa Board of Accountancy's examination, qualifying her as a certified public accountant. Connie is a 1980 graduate of the University of Northern Iowa and is employed by the firm of McGladrey-Hendrickson in Clinton, Iowa. She is the daughter of Darwin Cuthbert, Shipping, retired.  
 \*To Jan Carrell, Credit, who has



White House Photograph

**SGT. VINCE BAXTER** (left of stairway) was on duty as a Marine security guard at the U.S. Embassy in Ottawa, Ontario, when President Reagan and his wife, Nancy, visited there in March. Sgt. Baxter is the son of Shirley Baxter, Purchasing.

been elected president of the Ft. Madison Jaycees for 1981.

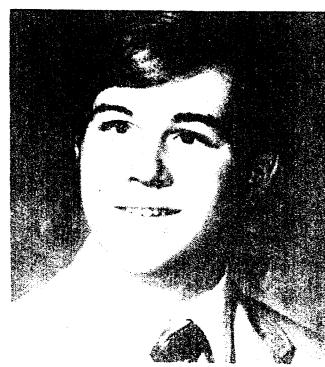
\*To Kimberly Kay Bengtson, who graduated from Iowa Wesleyan College on May 23 with a bachelor of science degree in nursing. Kimberly, the daughter of Bernard Bengtson, Tool and Die, has accepted a position with the oncology department at University Hospitals in Iowa City.  
 \*To Scott Courtney, named valedictorian of the class of 1981 at Cole R-5 High School in Eugene, Mo. Scott is the grandson of Norm (Tool and Die, retired) and Doris Washburn, Production Control.

### Condolences

\*To Bruce Carlson, Product

Development, on the death of his father.

\*To Laura Anthony, Re-



Courtney

quirements Planning, on the death of her mother.

\*To the family of Lola Schenk, Customer Service, retired.  
 \*To Millie Humbard, Plating, on the death of her grandfather.  
 \*To Karen Mann, Litho, on the death of her father.  
 \*To the family of Grace Lemmon, Cafeteria, retired.  
 \*To Art Huett, Tool Engineering, on the death of his mother.  
 \*To Millie McSparen, Customer Service, on the death of her son.  
 \*To Yvonne Jackson, Plating, on the death of her grandmother.  
 \*To the family of Edith Kuhimeier, Skrip, retired.  
 \*To Judy Roberts and Mary Ann Hasper, Pen Point, on the death of their father.

# Face to Face

September 1983

SHEAFFER EATON **TEXTRON**

Sheaffer Eaton Division of Textron Inc.



On the cover - Temperatures near one hundred degrees didn't prevent two-year-old Renee Super from smiling when it was her turn to ride the ponies at Sheaffer Pen's annual Family Day Picnic. However, the warmer than warm weather did result in a smaller than average crowd. About 700 employees, retirees and members of their families attended the event, which was held at Rodeo Park on July 23rd. Renee is the daughter of Tom and Patty Super. Tom works as a buyer in the Purchasing department. (Photo by Dennis Fraise)

**Face to Face** is a newsletter for Sheaffer Pen employees, retirees and their families. It is published at the Sheaffer Pen Operation of Sheaffer Eaton Textron, 301 Avenue H, Fort Madison, Iowa 52627.

Dan Temborius/Editor

## Bond drive...

### 55% earns third Star

Fifty-five percent of all Sheaffer Pen employees signed up to buy Savings Bonds through payroll savings in 1983, making it the third year in which the company has qualified for the U.S. Treasury Department's Star Award. The award, given to businesses and industries with fifty percent or more participation in the Payroll Savings Plan, has been added to the Minute Man Flag won by Sheaffer in 1977.

Chad Miskin, overall coordinator of this year's bond drive, stated that 552 employees decided to buy bonds during the twelve month period which began in May. That number includes 173 new participants and 148 employees who increased their bond deductions.

At a May 19th meeting in the main plant auditorium, Vice President Dick Canella and Lee County Savings Bond Representative Dick Rump congratulated employees who served as canvassers for their efforts.

## Quality Committee reports progress

The Quality Improvement Committee reports real progress as a result of company-wide measures aimed at higher quality, according to committee chairman Dennis Boedeker.

During a recent interview with *Face to Face*, Boedeker explained how the committee performs its role of directing quality improvement efforts. "We begin by identifying problem areas. To do this, we look at operational problems that occur here, as well as evaluating information and returned merchandise sent to Fort Madison from division headquarters in Pittsfield and dealers around the world. A summary of customer returns to the Service department at Plant 2 is also evaluated. Next, it's our job to recommend necessary actions to correct the problems, and see that those actions are implemented in the workplace," he stated.

Boedeker then cited a specific example of the quality improvement progress at work. "Three defects in Sheaffer pencils were discovered as a result of our analysis of field return data. The defects consisted of cap fit failure, mechanism failure and tips breaking off of pencil barrels. Design changes agreed upon by the committee will be put into effect, and all three problems will be solved in the near future."

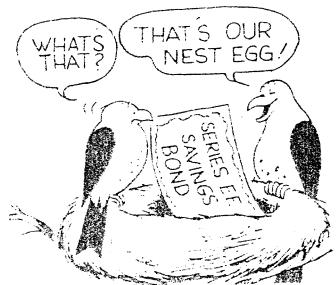
The Quality Improvement Committee meets weekly. Its members, along with Boedeker, are: Vice President Dick Canella, Product Development Manager Norm Dodson, Engineering Manager Lew McAllister and Manufacturing Manager Glenn Swartz.

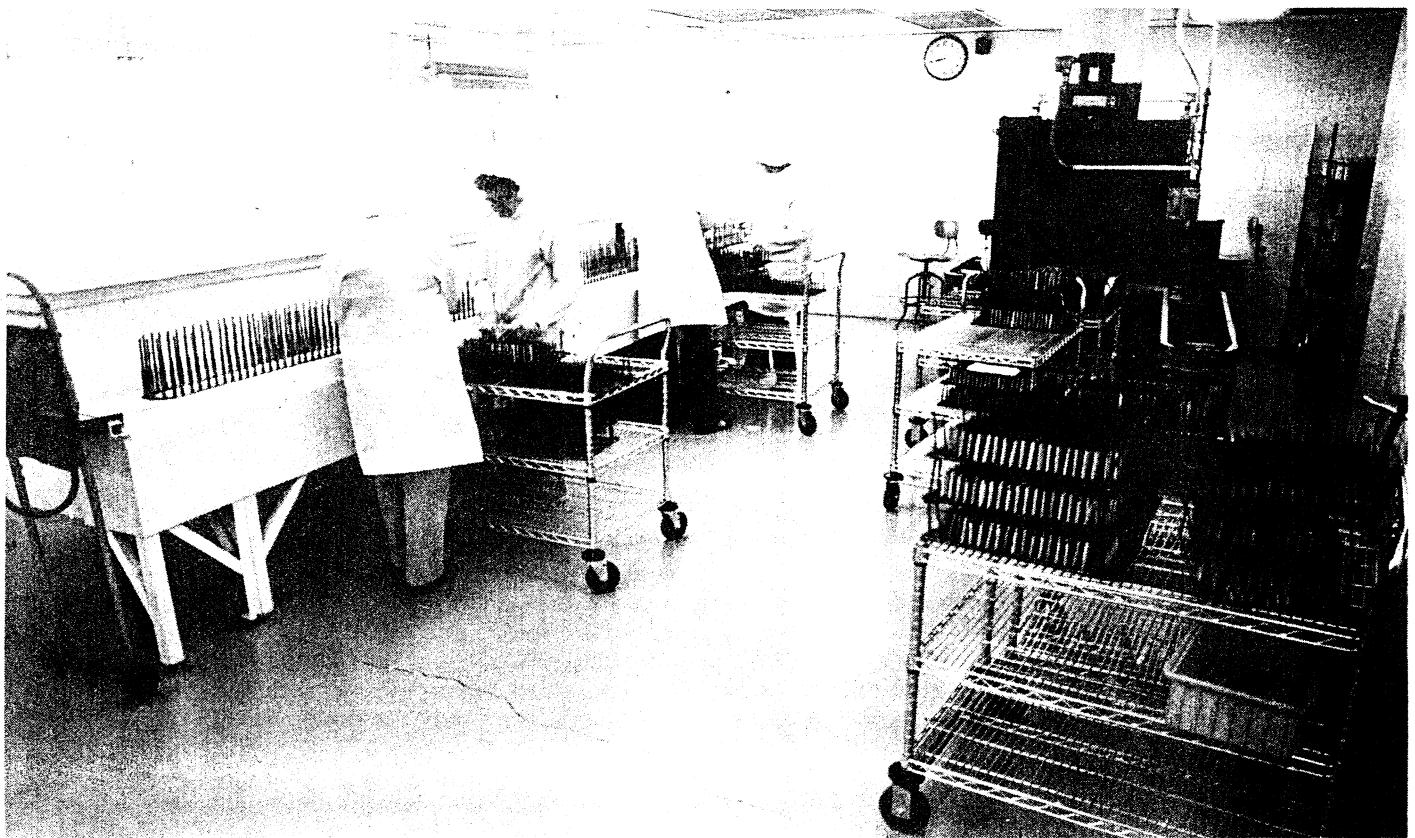


THREE STARS - (from left) Doris Stinnett, Dick Canella, Rocky Menke, Chad Miskin, Ruby Burdette, Dick Rump



50% OR MORE - (from left) Mildred Hutchison, Wanda Herdrich, Marie Ellison, Vicki Arnold, Heiress Reu, Vi Maxson, Terri Vradenburg





## Clean Room to provide big savings and added capabilities here

**Tight construction schedule met on time**

**A** facility which opened here on August 1st will generate annual savings of \$250,000 by providing local employees with the capability to perform operations that had been performed overseas.

The "Clean Room", located in the northeast corner of the Plastic Fabricating and Assembly department, is the new site of lacquering operations for Sheaffer Leque' products and other instruments. Depending on the type of finish required, Leque' products were produced at locations in France, England or Japan.

In addition to significant cost reductions, Engineering Manager Lew McAllister pointed out another major benefit the facility offers. "Not only can we manufacture in-

struments currently in the Sheaffer line; now it's possible to produce lint-free, high-gloss finishes of virtually any color imaginable. That means the possibility of new products, and new products mean new business," McAllister said.

Design of the Clean Room was a joint effort by the Process Engineering and Maintenance departments here, and Clean Room Engineering Products and Co. of Bay Shore, N.Y.

The importance of lacquering operations in meeting production demands dictated an extremely tight schedule for construction of the facility. McAllister noted, "When we closed down the old lacquer room for conversion to the new facility, we knew the job

had to be done in six weeks. If it wasn't, we could have run short of parts needed to complete customer orders. We met the schedule and I couldn't be more pleased with the efforts of everyone who was involved in the project, particularly the Plant Engineering department," McAllister added.

According to Process Engineering Manager Bernie McCauley and Senior Process Engineer Ted Lohmann, numerous features were built into the Clean Room to ensure that the area lives up to its name. To cite examples:

\*The room contains seventeen high efficiency filters to keep the air free of dust and lint.

\*Four large fans recirculate the air five times every hour.

\*All persons entering the facil-

ty must wear special lint-free caps and smocks.

\*A "tack mat" at the entrance to the room attracts dirt and dust from the shoes of persons entering.

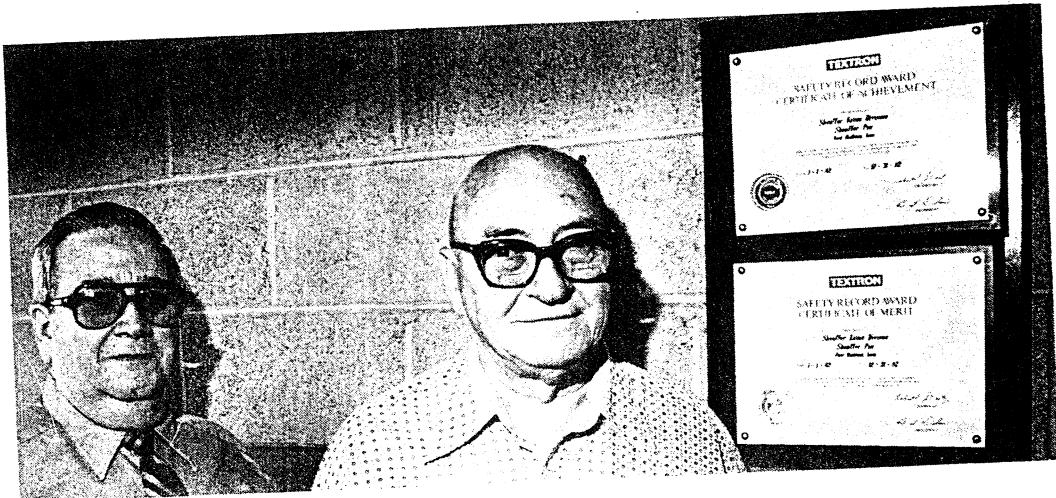
\*The facility's walls and floor are sealed with an epoxy paint.

\*Prior to being transported into the room, all parts are passed through a special entrance where they are cleaned by a process known as an "air shower."

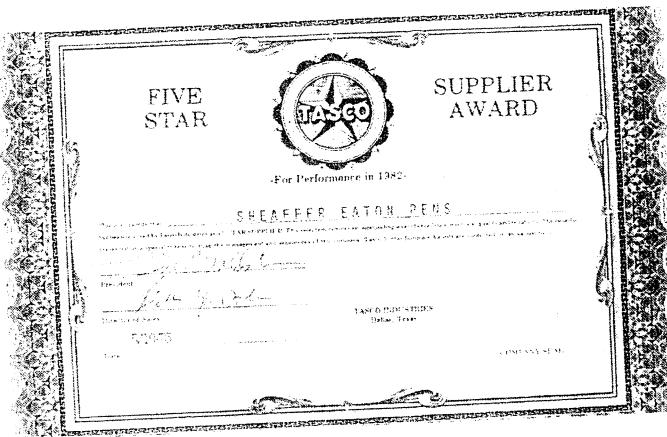
\*On each work day, approximately 1-1½ hours is spent cleaning the room.

Currently, the Clean Room is operated on a one-shift basis by six employees under the supervision of Foreman Francis Spiesz.

# What's going on around here? What's going on around here?



**THREE THIS TIME** - The 1982 safety record of Sheaffer Pen employees has earned the company three awards. In the top photo, Safety and Security Manager Loren Simmons (left) and Guard Captain Fritz "Cap" Setzer stand beside the "Certificate of Merit" and "Certificate of Achievement," both awarded to Sheaffer by Textron Inc. The lower photo shows Simmons receiving the "Certificate of Meritorious Achievement" from Neal Longseth, executive director of the Iowa Safety Council. The ISC award recognized Sheaffer's reduced accident frequency rate for 1982.

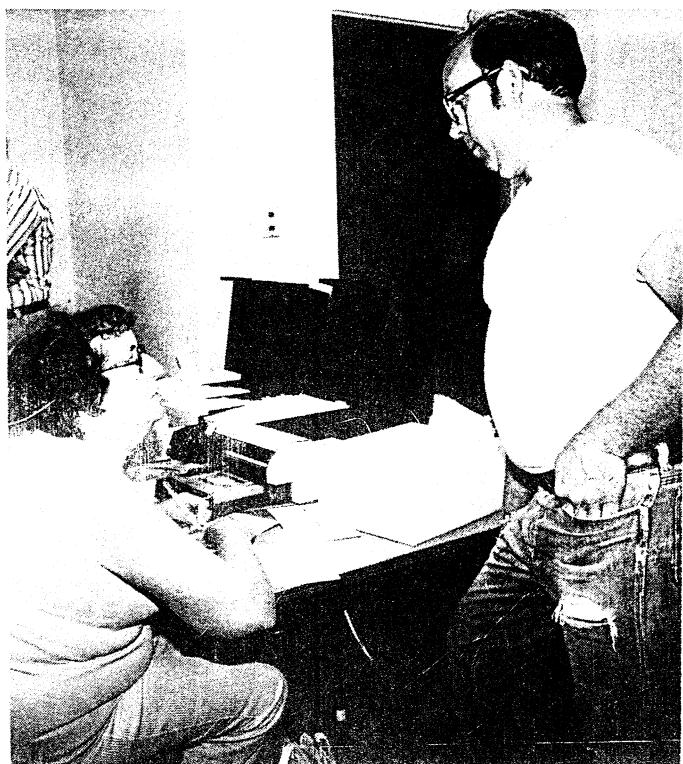


**TASCO INDUSTRIES**, a major distributor of advertising specialty products, has once again presented its "Five Star Supplier Award" to Sheaffer Pen. The award is conferred annually to the employees of companies who attain superior levels of quality and service. Tasco is based in Dallas, Texas.



**CLARENCE WEILBRENNER** (right), third floor production superintendent, received a certificate of commendation from Vice President Dick Canella in recognition of an idea he submitted to the company's Performance Improvement Program (PIP). The suggestion, which recommended an improved method of manufacturing calligraphy nibs, will save Sheaffer Pen over \$60,000 annually.

What's going on around here? What's going on around here?



*ESTHER MOLINE, a retired Traffic employee and Red Cross volunteer, met John Conlee, Packaging, at the registration desk when he stopped in the auditorium to donate blood on June 8th. One hundred and seventy-two units were collected during the Galesburg Regional Bloodmobile's visit, pushing the total number of Sheaffer donations over the past three years to 578. Joining the various gallon clubs were Sis Johnston, Production Control, three gallons; and Frank Gillett, Tool and Die, two gallons.*

*THREE PROFESSIONALS in the field of alcoholism and other forms of drug abuse recently conducted a one-day seminar at the Holiday Inn for members of Sheaffer's Alcoholism Assistance Program. (from left) Bob MacDonald is Textron's special projects coordinator; Mike Powers works in consultation and education for the Hyland Center in St. Louis; and Tom Stalf serves as director of the Substance Abuse Unit at St. Mary Hospital in Quincy.*



*EXECUTIVES of the Sailor Pen Co., Ltd., Tokyo, visited here in May for a series of meetings and a tour of local facilities. Pictured in the Litho department are (from left) Brian Stone, production superintendent; Mrs. Kimiko Nishimoto, Ken Hara, Sheaffer Eaton's Far East market manager; Torao Kameda, director and general manager of Sailor's foreign trade department; and Hiroyuki Nishimoto, president of Sailor Pen. Sailor Pen has distributed Sheaffer products in Japan since 1971 and is a manufacturer of writing instruments.*



*MANAGERS from two of Sheaffer Eaton's European subsidiaries traveled to Fort Madison in July. (from left) Herman Rutgers, general manager of Sheaffer Eaton Benelux, located in The Hague, Netherlands; and Peter Howes, marketing manager, and John von Speyr, director, Atlantic export, both of Sheaffer Eaton Atlantic, Hemel Hempstead, England; are pictured during a meeting with Q.A. Manager Dennis Boedeker.*



What's going on around here? What's going on around here?



**EIGHT AND FIVE** - With one game to play in the City Softball's Midwest League, the Sheaffer team was tied for second place with a record of eight wins and five losses. Pictured are (front, from left) Randy Gaibel, Todd Kester, Player-Manager Jeff Stein, Jim Inghram, Bill Meredith; (rear) Dan Boon, Terry Lassman,

Donnie Manning, Dana Heagy and Jeff Anderson. Judging from the photograph, Heagy is "light ears" ahead of other shortstops in the league. Team members not pictured include Jeff Martinez, Wayne Huddleston, Jerry Boyer and Bruce Hunsaker.

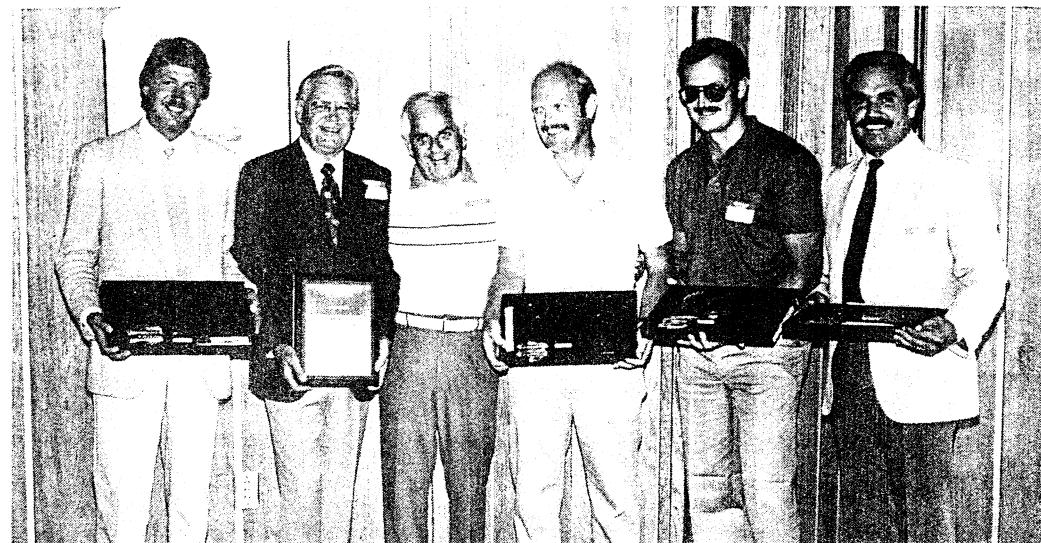


**THE SHEAFFER "TRZ's"** took second place in 1982-83 competition among teams in the Villager's Bowling League at the Sahara Lounge and Bowl. (from left) Leanne Trout, Marion Armstrong, Rhonda Harman, Diana Worrell and Rocky Menke.



**HANDS DOWN WINNERS** - Defending champs in the Sheaffer Men's Bowling League are the Wildcats - (from left) Glen Swartz, Jesse Guzman, Dave Cooper, Dennis Boedeker and (not pictured) Herb Sirois and Ted Holland.

What's going on around here? What's going on around here?



**OUTSTANDING SUPPLIERS** were recognized in an awards ceremony held as part of Old Fort Days, which took place at the Fort Madison Country Club on July 26-27. In the top photo are (from left) Tom Davis, Wood Dale, Ill., of Twinplex Mfg. Co., cited for most improved quality; Charlie and Jeff Fletcher, Franklin, N.J., both of Metaltec Corp., named quality vendor of the year; Dick Canella, Sheaffer vice president; and Dennis Boedeker, Sheaffer quality assurance manager. In the middle photo are (from left) Jeff and Charlie Fletcher, who accepted a second award for Metaltec as parts vendor of the year; Canella; Stan Rohde, Melrose Park, Ill., representing Carpenter Steel -material vendor of the year; Ron Rose, Elmhurst, Ill., of Sel Rex -maintenance and repair operations vendor of the year; and Ed Carter, Gilman, Conn., of Winchester Gilman, Inc. -packaging vendor of the year. In the lower photo are (from left) Ray Neiner, Sheaffer purchasing manager; Jerry Ford, the company's materials manager; Bob Setterberg, Burlington, of W and B Express - traffic vendor of the year; and Jack Finley, Sheaffer traffic manager.

# Retirements and Anniversaries

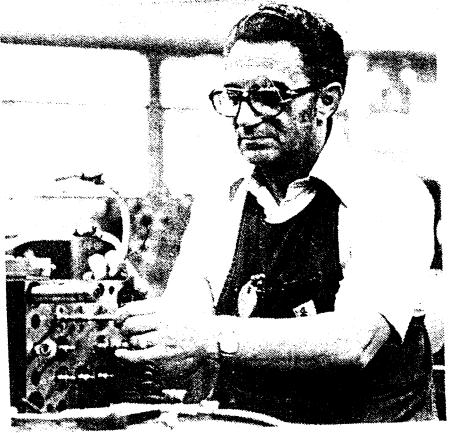
Dave Hauck  
Product Development  
35th Anniversary  
June 1



Cora Prewitt  
Service  
40th Anniversary  
July 28



Dale Diton  
Tool & Die  
40th Anniversary  
May 28



Mildred Saddler  
Plastic Fab  
40 Years Service  
Retired May 31  
(pictured with  
Verle Johnson  
and  
George Cale)



WE WANT TO CONGRADULATE  
MILLIE SADDLER AND  
DELORES CROSS ON THEIR  
RETIREMENT!  
YOU BOTH SHALL BE MISSED  
BY ALL OF YOUR FRIENDS IN  
PLASTIC FAB.

GOOD HEALTH AND GOOD LUCK

50 YEARS

Doris Stinnett  
Chemical Process Engineering  
40th Anniversary  
July 21



Florence Carrier  
Plastic Fab  
23 Years Service  
Retired July 29

**Sally Mansheim**  
Production Control  
30th Anniversary  
July 14



**Dolores Cross**  
Plastic Fab  
16 Years Service  
Retired May 31



**Florence Raines**  
Production Control  
35th Anniversary  
June 6



**Beulah Hutson**  
Industrial Relations  
35th Anniversary  
July 26

**Dorothy Brower**  
Credit  
40 Years Service  
Retired May 15

**Loretta Hayes**  
Pen Point  
35th Anniversary  
May 23

**Thelma Strah**  
Plastic Fab  
10 Years Service  
Retired July 8

**Rita O'Brien**  
Tool & Die  
38 Years Service  
Retired May 31

**Joyce Scanland**  
Product Development  
35th Anniversary  
May 4

**Harold Lightfoot**  
Pen Point  
42 Years Service  
Retired June 14

**Betty Chock**  
Customer Service  
35th Anniversary  
July 1

**569 Years  
with  
Sheaffer Pen**

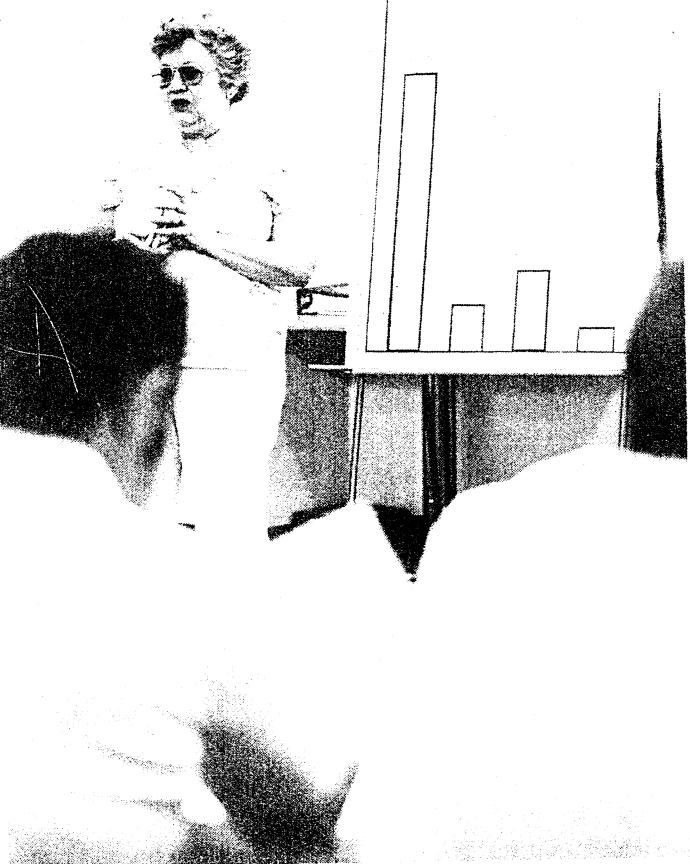
# Quality Circles

DYNAMIC DIGGERS -  
Jean Sporkman



PERSUASIVE BRAINSTORMERS - Beverly Martin (left) and Mary Wilcox

REQUEST FOR SPECIAL  
HANDLING OF LOTS



Two Quality Circles here have completed projects aimed at solving work-related problems. Summaries of the projects, taken from reports filed by the Circles, are presented below.

**PERSUASIVE BRAINSTORMERS**, Plastic Fab-Rhonda Harman (leader), Elenora Hobbs, Beverly Martin, Becky Ramsey, Sam Roxlau, Sonja Shipman, Mary Wilcox.

**Problem** - "TRZ cap rejects due to 'push-off' and excessive epoxy leakage." [Push-off occurs when the plug, clip and liner assembly of a cap becomes loose and eventually disconnected.]

**Proposed Solution** - "Use one bead of properly mixed epoxy in the TRZ cap assembly operation. Mixing directions should be listed in front of the mixing station. Return to the use of a silver crimped needle to provide a wider, more effective bead of epoxy. Place caps plug-end up in divider storage boxes. Send export TRZ caps directly to Quality Assurance."

**Benefit** - "Better quality TRZ caps, resulting in reduction of epoxy-related TRZ cap rejects at work station."

**DYNAMIC DIGGERS**, Quality Assurance - Betty Newkirk (leader), Carol Hanna, Ida Nelson, Peggy Pohlpeter, Jean Sporkman, Bernice Stansberry.

**Problem** - "Several different people setting production priorities for Q.A. inspectors resulted in conflicting demands. When a Q.A. foreman was not available to mediate, it was difficult for inspectors to know which order was most important."

**Proposed Solution** - "After consulting with Production Control, a decision was made to develop a 'Daily Priorities and Short List' form that production coordinators would give to Q.A. inspectors on a daily basis."

**Benefit** - "Better communication between Quality Assurance and production areas, more harmonious working relationships, more effective use of time by inspectors and fewer late orders."

# PEOPLE

## Married

\***Betty Pollpeter**, Plastic Fab, to Dick Specht, May 21.

\***Jody Fellows** to Michael Mead, son of **Bettie Mead**, Buffing, May 27.

\***Michael Alsbrook** to Lindy Tate, daughter of **Mae Dell Tate**, Plant 2, June 11.

\***Lisa Lozano** to **Felix Garcia**, son of **Virginia Garcia**, Office Services, June 25. Felix is a former Housekeeping employee now on military leave with the U.S. Marines.

\***Debbie Beger**, daughter of Terri Abolt, Skrip, to **Mark Gnann**, Screw Machine, son of Linda Gnann, Service, June 26.

\***Kent Hunnicut** to **Lori Walz**, daughter of **Walt Walz**, Operations, July 1.

\***Shelia McBride**, Production Control, to Christopher Bell, son of **Peggy Bell**, Data Control, July 16.

\***Arlene Fowler**, Industrial Engineering, to **Red Wilson**, Works Office, May 19.

\***Vicki Williams**, Industrial Engineering, to Leonard Carlson, May 28.

\***Debbie Jannusch**, Customer Service, to **Rick Vice**, July 2.

\***Bob Howard**, Molding, to **Patty Holtkamp**, May 27.

\***Betty Cheely**, Pen Point, to **Lloyd Huss**, July 3.

\***Richard DeJayne** to **Sharon Lyon**, daughter of **Alberta Smith**, Litho, May 7.

\***Thomas Herring** to **Toni Ullrich**, daughter of **Alberta Smith**, Litho, June 5.

\***Toni Pinto**, Plating, to **Glenn Copeland**, July 16.

\***Renita Kirchner**, Plating, to **James Gordan**, May 21.

\***Vickie Horn** to **Timothy Lohman**, son of **Ted Lohman**, Process Engineering, July 8.

\***Gary Lenix**, NoNonsense, to **Ginny Brinkschroeder**, May 6.

\***Dave Cooper**, Shipping I, to **Janet Phillips**, May 14.

\***Becky Higgins**, Shipping I, to **Cory Yaunk**, May 20.

\***Laurie Metternich** to **Richard Cannizzaro**, son of **Barb Cannizzaro**, Credit, May 28.

## Births

\*A boy, Benjamin Cody, to Roy and Kathy Robbins, April 24. Paternal grandmother is Alice Robbins, Shipping I.

\*A girl, Jamie Nicole, to Kenny and Joni Rothlauf, June 3. Maternal grandmother is Phyllis Vredenburg, Safety and Security. Maternal great grandmother is

**Esther Holmes**, Skrip, retired.

\*A girl, Amanda Marie, to John and **Margaret Goetz**, Material Control, July 4.

\*A boy, Benjamin Ray, to Bill and Barbara Rule, June 17. Maternal grandmother is **Mary Kramer**, Quality Assurance. Barbara is a former employee of the Plating department.

\*A boy, Blair Davis, to Steve and **Hazel Dohman**, Molding, May 20.

\*A boy, Shawn Dee, to Claud and **Sharon Watkins**, June 22.

on the death of her grandmother.

\***To Mildred Daugherty**, Pen Point, on the death of her brother.

\***To the family of Evelyn Jacobs**, Data Processing.

\***To Iona Siegrist**, Industrial Relations, on the death of her mother. **Diana Siegrist**, granddaughter of the deceased, works in Accounting.

\***To Alice Hewett**, NoNonsense, on the death of her mother. **Vicki Underwood**, granddaughter of the deceased, works in Plastic Fab.

\***To Gwen Hummel**, Plastic Fab, on the death of her mother.

\***To Sandy Avery**, Pen Point, on the death of her brother.

\***To Ida Hastings**, Quality Assurance, on the death of her brother.

**Editor's Note** - If you know of news items concerning Sheaffer Pen employees, retirees or members of their families, please contact **Dan Temborius**, Communications Department.

## Congratulations

\***To John and Cathy Lewis**, Quality Assurance, on their 40th wedding anniversary, June 12.

\***To Lori Peterman**, who graduated as salutatorian of her class at Limestone (Illinois) High School. Lori was also named an Illinois State Scholar, was a member of the National Honor Society and won the school's Sterling Merit Award. She is the daughter of **Larry Peterman**, Information Services.

\***To Kathy Ulm**, recipient of the 1983 Virgil M. Hancher Scholarship at the University of Iowa. Kathy is the daughter of **Bernie Ulm**, Maintenance.

\***To LeAnn Thomas**, named to the dean's list at St. Ambrose College in Davenport. She is the daughter of **Barb Thomas**, Industrial Relations.

\***To Jan Sirois**, who graduated with distinction from Iowa State University, receiving a degree in electrical engineering. While attending the university, Jan was a member of the Tau Beta Pi engineering honor society and the Eta Kappa Nu electrical engineering honor society. The daughter of **Herb Sirois**, Plastic Fab, retired, she has accepted a position with Exxon in Houston, Texas.

\***To Capt. Thomas Guzman**, son of **Jesse Guzman**, Buffing, retired. Capt. Guzman was designated an honor graduate of the Adjutant General Officer Career Course at Fort Benjamin Harrison, Indiana. He has assumed duties as chief of personnel management for the 7th Infantry Division at Fort Ord, California.

\***To Kathleen and Dick Canella**, Operations, on their 35th wedding anniversary, July 24.

\***To Stanley and Myrl Wood**, Shipping I, on their 35th wedding anniversary, July 3.

\***To Fred and Nora Feagins**, Plating, on their 25th wedding anniversary, August 10.

## Condolences

\***To Edna Fenton**, Shipping I, on the death of her mother.

\***To Connie Barnes**, Plastic Fab,



*FOUR MORE employees have been certified by the American Heart Association as CPR instructors. They are (from left) Gerri Burleson, Carol Hanna, Rhonda Harman and (not pictured) Beth Holmes.*

## Remember Norma Rude?

**N**orma Rude worked as the gold vault keeper in Pen Point before retiring in 1972 after a career here that spanned forty-five years. If you remember Norma, she would like to hear from you. Her address is:

Norma Rude  
c/o Clarabell Daggs  
RR#1  
Arbela, MO 63432

# AAP - Help for those who need help

**R**ecognizing a growing nation-wide problem that could affect the lives of Sheaffer Pen employees and their families, the company established its Alcoholism Assistance Program in October 1979. Since that time, a number of employees have received vitally needed professional help through the program. Help is still available to those who suffer from problems related to alcohol or other drugs.

As an employer, Sheaffer is understandably concerned with an employee's job performance. The company is also concerned with the individual's well-being as well as that of their family. Alcoholism and other types of drug abuse can devastate the life of a fellow employee, a friend or a family member. It affects the lives of all those around the person and eventually will destroy the unity of a home. But like other illnesses, alcoholism can be successfully treated if identified and treated in its early stages. Sheaffer encourages employees or their dependents who suspect they may have an alcohol or other drug-related problem to take advantage of the *confidential* services offered through the AAP.

The company is fortunate to have the volunteer services of a group of employees who have a knowledge of alcoholism and drug dependency problems. These men and women can guide you or your family member toward effective treatment and ongoing recovery programs. For help, simply contact any of the persons listed below.

*The help you receive is totally confidential, and any employee who requests assistance will not jeopardize future job security or promotional opportunities.* The cost of professional treatment and any necessary absence from work will be handled as with any other illness.

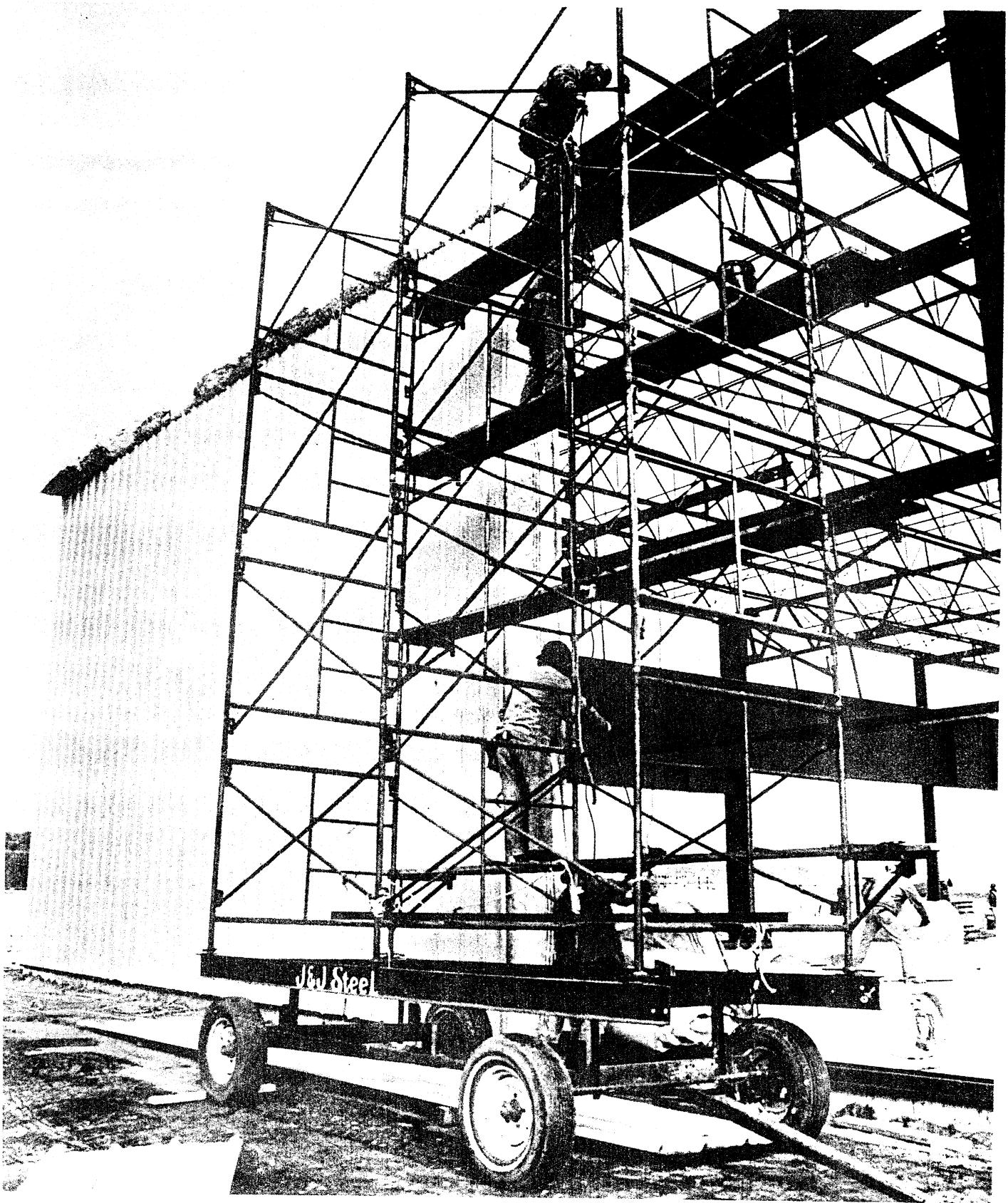
Program Coordinator	Department	Extension	Home Phone
Dan Temborius	Safety & Security	104 or 318	372-8195
<b>Program Advisors</b>			
Doug Casey	Molding	290	217/659-3708
Frank Dodge	Accounting	403	372-2428
Don Lucas	Molding	290	217/448-4721
Kay McTee	Plastic Fab	388	1/753-2404
Janet Menke	Tool & Die	405	837-6396
Bud Metzinger	Retired	—	463-7703
Connie Millizer	Buffing	355	309/627-2298
Dixie Trotter	Packaging	410	372-8132
<b>Medical Advisor</b>			
Phyllis Box, R.N.	Nurse's Office	350	372-1377

# Face to Face

December 1983

SHEAFFER EATON **TEXTRON**

Sheaffer Eaton Division of Textron Inc.



On the cover - A construction site may not seem the ideal scene for the holiday issue of a newsletter, but think again. What could be a better Christmas gift for a company and its employees than the promise of expansion and new jobs? For more on the Sheaffer Eaton Central Distribution Center, see inside. (And Merry Christmas!)

**Face to Face** is a newsletter for Sheaffer Pen employees, retirees and their families. It is published at the Sheaffer Pen Operation of Sheaffer Eaton Textron, 301 Avenue H, Fort Madison, Iowa 52627.

Dan Temborius/Editor

# Quality Circles

December was a busy month for Sheaffer's Quality Circle program. Five groups delivered management presentations detailing proposed solutions to

problems encountered in their departments.

The Pen Pointers - Charlotte Arthur, Martha Brown, Paula Nichols and Leader Jean Coppage - addressed



**PEN POINTERS** - (from left) Paula Nichols, Charlotte Arthur, Martha Brown.

## UNITED WAY DONATIONS TOTAL OVER \$38,000



**TOP CANVASSERS** - (from left) Vickie Carlson, Doris Stinnett, Sam Roxlau, Doris Krieger, Art Huett, Kathy Pindell and Rocky Menke. Menke also aided the area United Way campaign through her volunteer services as a loaned executive.

**S**heaffer employees gave to the Fort Madison Area United Way with record generosity this year. Donations and pledges to the organization's 1984 campaign totaled \$21,317.76, far surpassing the company's \$17,000 goal.

Textron will match employee contributions dollar for dollar. Eighty percent of their gift will go to the local United Way, while the remaining 20% will be distributed among other service and charity organizations in the Fort Madison area. Added up, the combined employee-Textron contribution to the United Way equals \$38,371.97. That figure represents over 25% of the entire \$150,000 goal for the area.

Ten employees were recognized for their canvassing efforts. Cathy Ferguson, Ballpoint, raised the largest total dollar amount among the co-workers she contacted. Nine canvassers obtained 100% participation among employees contacted: Vickie Carlson, Industrial Engineering; Art Huett, Tool Engineering; Mary Kramer and Sam Roxlau, Quality Assurance; Doris Krieger, Accounting; Retah Loeffler, Housekeeping; Rocky Menke, Shipping II; Kathy Pindell, Data Processing; and Doris Stinnett, Chemical Engineering.

Chad Miskin, coordinator of United Way fundraising activities here, noted that 73% of all employees contributed to this year's drive.

According to Glenn Swartz, who served as campaign chairman for the 1984 area drive, pledges and donations totaling nearly \$170,000 were raised in support of the twenty-one agencies which benefit from United Way funds.

the problem of writing unit leaks. Their proposal for an improved method of applying silicone to gripping sections, along with a combination of other factors, should eliminate the leaks and generate annual cost savings of over \$21,000.

Plastic Fab's Awesome Analyzers found that downtime on the Hutt assembly machine (used to assemble Targa and TRZ barrels) could be decreased by substituting molding plastic bushings for the aluminum bushings that have been used. The idea should also result in estimated savings of \$44,000 annually, if accepted by Marketing. Group members include Loretta Jinkens, Mary Ossont, Betty Stout, Marge Woodall and Leader Jean Hawkins.

In their presentation, the Unpredictables (Plastic Fab employees Nancy Hay, Mary Menke, Bonnie Morrison, Sue Thuleen, Edith Trainer and Leader Paul Wilmesmeier), explained how a new method of loading gold-plated TRZ clips for lacquering could reduce scratches. Cost savings from their suggestion have not yet been determined.

The Starfish, a Metal Fab Circle consisting of Judy Brockman, Darlene Croft, Brenda Heidbreder, Vi Maxson, Sharon Ryder, Linda Sheets and Leader Darrel Adam, suggested solutions to two problems in their meeting with management. By using a sponge instead of a brush to apply oil to parts fabricated in the Augenstein area, they felt the hazard of slippery floors could be reduced. The second problem they addressed, one of collets sticking on Dunham lathes, seems to have been rectified by their suggestion for use of a new lubricant, along with implementation of a preventative maintenance program.

The fifth Circle presentation, delivered by Plastic Fab's Persuasive Brainstormers, will be covered in the next issue of *Face to Face*.

# Christmas is a time for parties

NEARLY 250 boys and girls and their parents showed up at the Lee County Bank Building on December 10th for the company's annual Children's Christmas Party. In addition to the usual cookies, candy and gifts, this year's party featured entertainment by Dr. Kendu, a magician from Fairfield.



SEEING SANTA for the first time can be a scary experience. Maybe that's why 1½-year old Chris Hensley is holding on to her dad while her twin sister LeAnn stands and stares. The girls are the daughters of Greg and Dorothy Hensley. Dorothy works in Litho. (In case you didn't know, the man behind all that hair is the same Santa who has dropped in on Sheaffer Christmas parties for the past thirty years - retiree Charlie Bertlshofer.)



SANTA ALSO paid a visit to the White Dot Seniors' get-together, held in the main plant cafeteria on December 11th. Shown waiting in line to receive a gift are (from left) Charlie and Helen Gillett and Warren and Esther Holmes.

THE 75TH ANNIVERSARY OF W.A. Sheaffer's first patent (August 25, 1908) was marked at Sheaffer's subsidiary in the Netherlands by a seminar dealing with advertising and incentive sales. Organized by Sheaffer Benelux General Manager Herman Rutgers (pictured at right in the foreground) the seminar was attended by sixty Dutch business gift wholesalers.



Robert Roos Van Raadshooven

# Fort Madison welcomes CDC with 'Sheaffer Eaton Day'

**S**heaffer Eaton's new Central Distribution Center got off to an excellent start on Thursday, October 13th - proclaimed "Sheaffer Eaton Day" by Fort Madison Mayor Cheryl Vennard. The ground breaking ceremony was, of course, the main event of the day, which also included a press conference with Iowa Governor Terry Branstad, Sheaffer Eaton President

Murray Eisner and Mayor Cheryl Vennard; and a luncheon at the Holiday Inn sponsored by Union Electric. The events were coordinated by C.E. "Eddie" Richards, Jr., retired president of the Fort Madison Chamber of Commerce's Industrial Development Corporation.

Here's a recap of the day in pictures.



*THE FIRST EVENT* on the agenda for Sheaffer Eaton Day was a press conference in which Murray Eisner (left), Gov. Terry Branstad and Mayor Cheryl Vennard issued statements and answered questions from the media.



*REPRESENTATIVES* of Sheaffer Eaton at the luncheon included Jerry Ford (back to camera), who will head the CDC as its director; Glenn Swartz, manufacturing manager; Ruby Ried, president, U.A.W. Local 1551; and Ray Rutter, industrial relations manager.



**MAYOR VENNARD:** "I want to formally welcome Sheaffer Eaton on behalf of the city, and thank them for choosing this site."



**GOV. BRANSTAD:** "Fort Madison is one of the real stars in economic development in this state."



**MURRAY EISNER:** While listing the reasons why Fort Madison was chosen as the site for the CDC, he stated, "[Here] we have a dedicated, experienced, intelligent and reliable workforce."

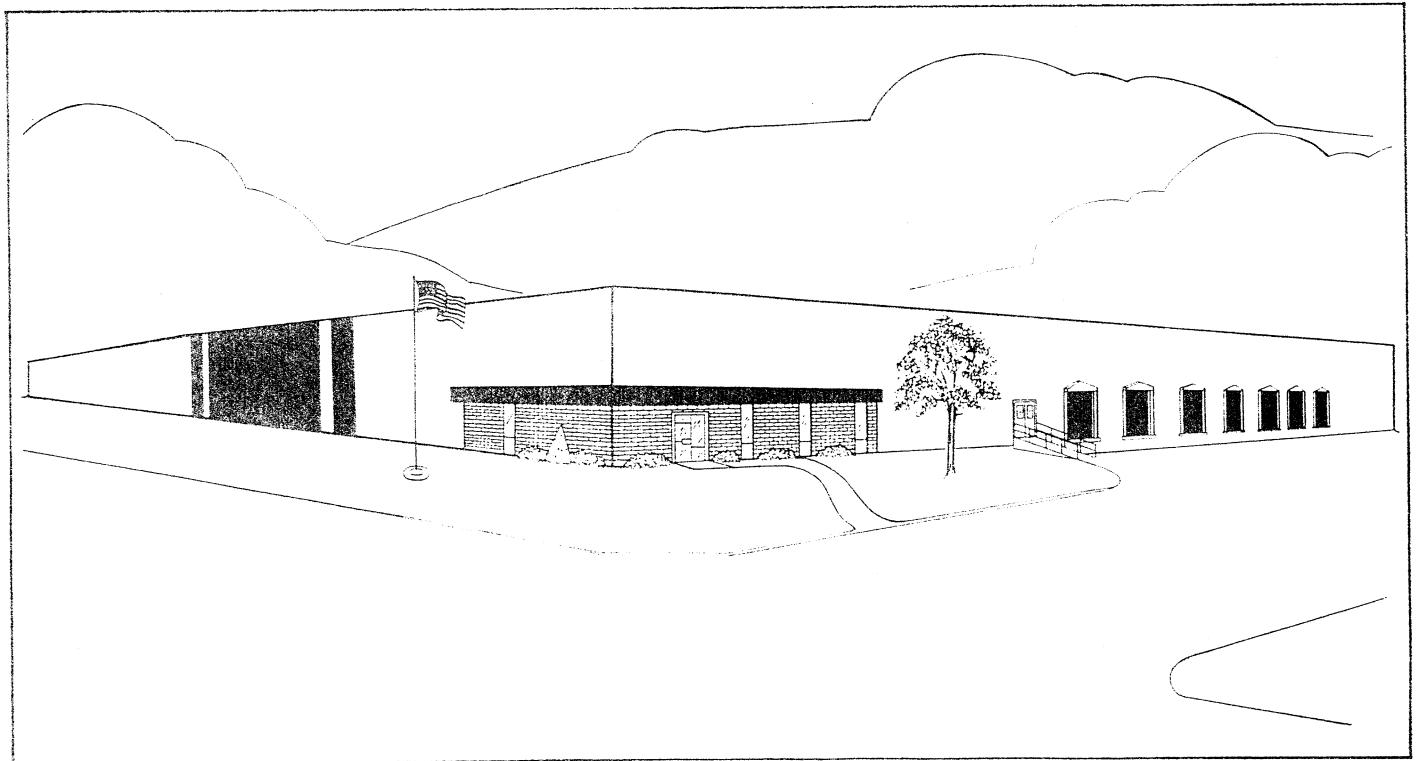


**JERRY FORD:** "With the creation of the CDC...new opportunities for growth are being afforded Sheaffer Eaton and the Fort Madison community."



A CROWD OF 300 watched as Gov. Branstad took his turn at breaking the ground for the CDC. Standing behind the governor are (from left) Dick Canella, vice president, operations; Jerry Ford; Dick Boss, vice president, domestic

operations; Murray Eisner; and Joe Simmens, president, Fort Madison Chamber of Commerce Industrial Development Corporation. Simmens also acted as master of ceremonies for the day's events.



THIS ARCHITECT'S DRAWING depicts the Central Distribution Center as it will appear when it is completed in February 1984. Located west of Fort Madison on a ten-acre tract of land along Ortho Road, the 90,000 square-foot

facility should be operational by mid-year. It will employ about 100 people, eventually create some 60 new jobs, and serve as the distribution point for all Sheaffer Eaton products.

# HOW YOU CAN HELP CONTROL THE COST OF HEALTH CARE

## **The size of future wage or salary increases may partially depend on how you use your health care coverage.**

**I**t's an economic fact. Every employer has a limited amount of money to spend on wages, salaries, benefits, health care coverage, and other forms of compensation.

If the cost of one of those items increases, that leaves less money for the others.

And that's just what's been happening!

In the past few years, health care costs and rates have risen dramatically. When the employer pays a portion of your rates, you are somewhat "insulated" from these increases.

However, if costs continue to climb, more and more of your benefit dollars may have to go to pay for health care!

What are others doing about rising health care costs? Some companies are reviewing and modifying their benefit plans. And many are considering cost-sharing programs using deductibles and copayments.

As costs continue to rise, employers may be forced to shift more of the cost burden onto the shoulders of their employees. Insurance carriers are striving to hold costs and rates in line by working closely with hospitals, physicians, business, industry, labor and government. There are things you, your co-workers, families and friends can do to help curb the rise in health care costs.

You'll find there are many ways you can do your part in assuring that quality health care is accessible and affordable for all employees.

## **Get healthy and stay healthy.**

This may seem trite, but it is one of the most effective ways to control increasing health care costs. Remember: prevention is the best medicine. So take steps toward creating a healthier lifestyle. Put together an exercise program, and stick with it. Eat right. (It's incredible how many people don't!) Get lean and stay lean. Cut out smoking. Drink in moderation, if at all. Analyze the stress factors in your life...and find ways to control them. In short, do your best to take better care of yourself and your family.

## **Look for the best price on prescription drugs.**

Just because your favorite pharmacy has the lowest prices on over-the-counter medications, it doesn't mean its prescriptions are low priced. So, next time you need a prescription, have your doctor tell you exactly what it is - and then make a few phone calls. By checking out the prices with a few area pharmacists you may be able to save

money. You'll be able to save, too, by asking your doctor to prescribe generic brand drugs whenever possible.

## **Take advantage of free testing.**

Keep your ears and eyes peeled. You may discover you can get blood pressure and other tests done free - at places like local shopping centers, public libraries, etc.

## **Know your health care coverage.**

Read your health coverage benefit booklet or certificate. Your coverage may provide a number of convenient alternatives to costly hospital inpatient care. (Some group programs will not pay for inpatient treatment if that care can be received on an outpatient basis.) So make sure you know your coverage - and that your doctor does, too.

## **Make sure you have a physician.**

It's important that you have a personal physician or that you are enrolled in a clinic. Then there always will be someone who knows you and your medical history.

## **Don't be afraid to ask questions.**

Ask your physician direct questions about the nature of your treatment and the reasons for it. And ask about possible alternative treatment and its cost. You always should know and understand what medical decisions are being made in your behalf and why. And you should actively participate in making those decisions. Don't be afraid to express yourself. Your physician will respect your concern.

## **Don't go into (or stay in) the hospital unnecessarily.**

Occasionally, there are people who want to go into the hospital for their own convenience. Or for a rest. Or a routine checkup. That's expensive! So please don't ask your doctor to seek hospital admission for you unless there is no other alternative to inpatient care. And, if you are hospitalized, don't stay longer than necessary. Encourage your physician to discharge you as soon as possible.

## **Ask about outpatient diagnostic testing.**

If you need diagnostic x-rays or laboratory tests, you may be able to have them done in a hospital outpatient department, a clinic, or your doctor's office. That can reduce the amount of time you're away from your home or job. And it will cost considerably less.

## **Can surgery be done on an outpatient basis?**

Together with the Iowa Foundation for Medical Care, a physician organization, we've identified more than 70 surgical procedures that can and should be performed on an outpatient basis. This can significantly reduce the cost of

care. Estimates show that, because there are no room and board charges for outpatient treatment, costs for various procedures can be reduced by as much as 75%!

### **Don't use the emergency room for routine care.**

No one should use the hospital emergency room unless it's a true medical crisis. How can you tell if yours is a medical emergency? Call your doctor's office first. It's been estimated that a significant number of all visits to hospital emergency centers could be more appropriately treated in a doctor's office. And for far less money.

### **Pre-admission testing saves time and money.**

If you must be hospitalized for surgery, ask your physician if any of the tests required prior to surgery can be done on an outpatient basis. This pre-admission testing can reduce the length of your hospital stay by at least one day. And it'll help reduce costs.

### **Consider seeking a second opinion.**

You should consider seeking a second, and even a third, opinion before you consent to surgery. You may discover another medical solution to your problem that is neither so drastic nor so costly. And, if you can forgo nonessential surgery, you'll save hundreds, perhaps thousands, of dollars.

### **Avoid weekend hospital admission.**

If you must be hospitalized, try not to enter the hospital over the weekend (Friday or Saturday) unless emergency care is needed. Frequently, weekend admissions mean wasted time and money, especially if care is delayed until Monday. Be sure to discuss this with your physician.

### **Don't ask for unnecessary services.**

Remember not to ask your doctor to order special services or tests that are not medically necessary. Your benefit program will cover only treatment that is medically necessary.

### **Don't extend your hospital stay.**

Don't ask to stay in the hospital any longer than is medically necessary. In fact, you should make sure your doctor knows you'd like to be discharged as soon as possible. Occupying a hospital bed for longer than absolutely necessary is a very expensive experience.

### **Home health care cuts costs, too.**

After you've undergone surgery or other medical treatment in a hospital, you may be able to complete your recovery at home - thanks to coverage that pays for skilled nursing visits, home health aides, and many types of therapy. (Check your benefits.) Chances are you'll be far more comfortable at home, too, which often helps speed recovery.

### **Finally, get involved.**

If you're already doing all you can to hold down the cost of health care, encourage your friends and family to do the

same. Talk to the people you work with, too, because your rates for health care coverage also depend on how they use the system.

You see, there are things each of us can do - individually and collectively - to help hold down the cost of health care.

We are fortunate to have access to quality health care - and coverage...and it's up to each of us to use it wisely, and not abuse it.

## **What it does is what it's called**

**I**t picks parts off of a die and drops them down a chute into a receptacle, so it's called a "pick and drop." That's what it's called, but what is it? It's a robot.

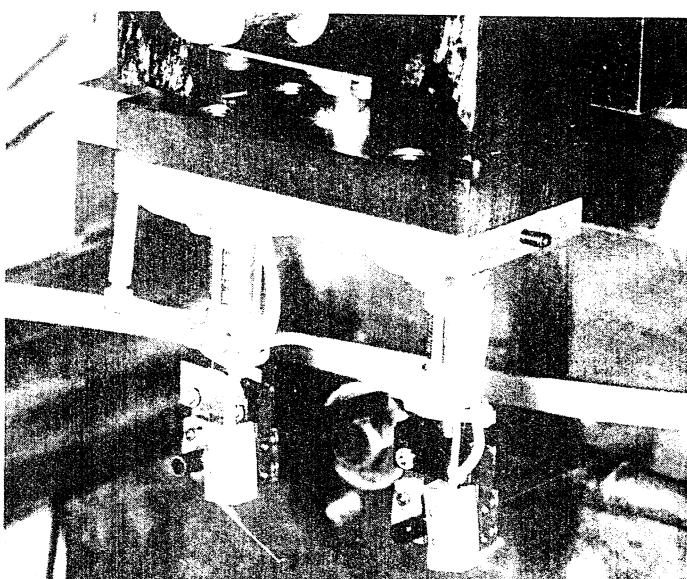
The industrial robot now in operation in the Molding Department was developed over a six-month period by Senior Process Engineer Dan Butcher, with assistance from Tool Engineering Manager Jim Carlson and Tool Engineer Tom Wedekind. In-house design and development resulted in savings of nearly \$2,000 under the cost of a similar device purchased ready-made from an outside vendor.

So far, the robot has been used to "pick and drop" molded plastic barrels for Continuous Feed Fineline pencils, but Butcher noted that it is not limited to per-

forming a single task. "The robot's programmable controller allows us to change the timing and sequence of individual motions. That means we can set it to accomplish a number of operations," he said. Future uses are still in the planning stages.

The initial production run of the device was for 6,000 CF pencil barrels.

What benefits does the robot provide? Using the Continuous Feed barrel as an example, Butcher stated, "The mold die for that particular part didn't run automatically originally. The addition of the robot has changed that. Now, since we can produce the barrel and the entire instrument at a lower cost, we can stay more competitive in the market."



**PICK AND DROP** robot - an aid to competitiveness

# What's going on around here? What's going on around here?



WHAT DO YOU do when you're a winner in the Illinois State Lottery? For starters, you buy yourself a new car. Floyd and Elaine Wagner are pictured beside the Mercury Lynx they purchased after Floyd won \$50,000 on September 13th. Elaine serves as employee relations manager here.



TUG-O-WAR teammates were exhausted but happy after they captured a championship trophy in the co-ed competition at Industry Day at this year's Tri-State Rodeo. Pictured are (from left) Jerry Junkins, Val Guzman, Donnie Manning, Jerry Boyer, Paul Packard, Carol Shipman and Carol Hanna. Some 250 employees and family members won free admission to the Rodeo through a company-sponsored ticket raffle.

Chad Miskin



RICH RUMP, Systems, ran the first leg of the "scissors relay" sponsored by the Fort Madison Chamber of Commerce to mark the official opening of Highway 61 here. In the briefcase are scissors used by local dignitaries for a ribbon-cutting ceremony held at the intersection of the highway and 48th Street.

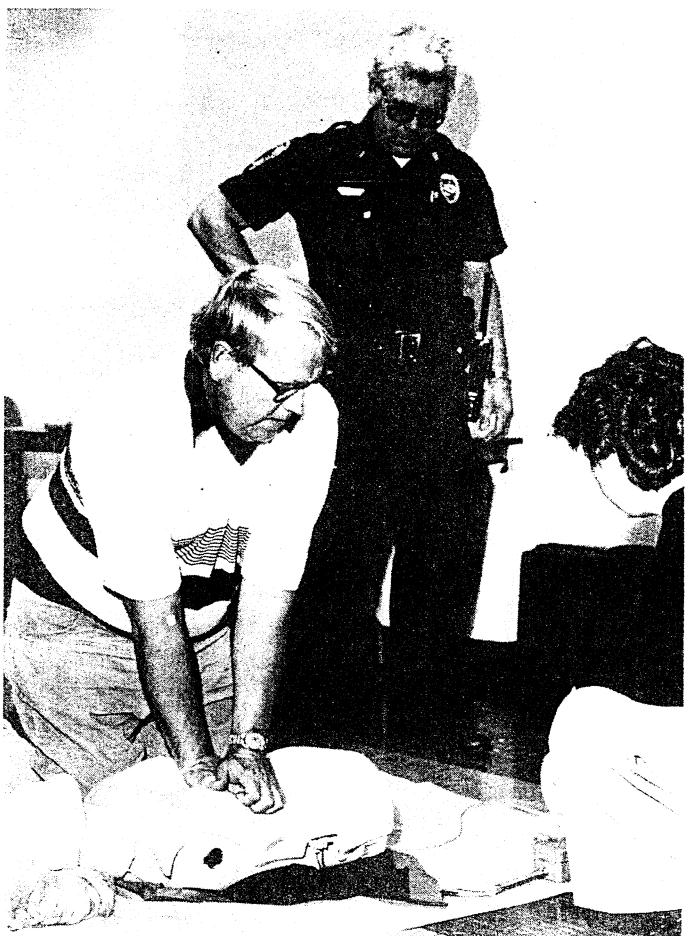


PAUL RILEY (right) was one of 338 retired employees and guests who attended Sheaffer Eaton's annual Retiree Day, held here on September 27. Riley, who worked as a senior engineer in the product development department, is shown visiting with his former boss, Product Development Manager Norm Dodson. The day's activities included an afternoon tour and reception at the company's main plant, and a dinner hosted by Sheaffer staff managers at the Holiday Inn.



KEZAR KHOKHA (left) and Hakim Bhai, representatives of Lucky Pen House, Bombay, India, toured here on September 27th. Lucky Pen purchases Sheaffer-made tipping material for use in writing instruments it manufactures.

What's going on around here? What's going on around here?



THIRTEEN MEMBERS of the Fort Madison Police Department have been recertified in cardiopulmonary resuscitation (CPR) and other lifesaving techniques after attending a class held recently at Sheaffer Eaton. Here, Patrolman Bob Bever practices one-man CPR on a "Resusci-Anne" mannequin. Looking on are Captain Bill Eid (center) and Geri Burleson, one of several Sheaffer employees trained to instruct CPR. A second class to recertify additional police department personnel was conducted in November.



FIRE CHIEF John Schier of the Fort Madison Fire Department is pictured addressing a group of Sheaffer Eaton employees in the main plant auditorium. In September, Schier conducted a series of seven meetings at Sheaffer dealing with proper home use of fire extinguishers. The meetings were held as part of the company's ongoing safety training program.



GEORGE CALE and Renate Kimbrough are among twenty-one supervisors who have completed part one of a supervisory training course in Interaction Management, offered here in recent months. The course, consisting of seven weekly sessions, deals with real workplace situations and is designed to provide skills needed to effectively handle problems. Other supervisors completing the training include: Bernard Bengtson, Sherry Butcher, Dave Cooper, Jim Jinkens, Art Postman, Bill Salladay, Francis Spiesz, Don Rosenboom, Frank Gillett, Dean Toops, Darrel Adam, Dave Mitchell, Jim Thompson, Don Brummitt, Doug Casey, Wayne Huddleston, Ted Sharpe, Ed Zumdome and Betty Newkirk. More sessions are scheduled for 1984. Instructors are Chad Miskin and Brian Stone. Earlier in the year, eleven supervisors completed a similar course entitled Management Reinforcement Training. They are: Rollie Fichtenkort, Conrad Gillett, Judy Huprich, Brian Stone, Verle Johnson, Ron Meierotto, Dick Graning, Jim Carlson, Ray Taylor, Larry Zumdome and Mark Mattox.



PERCY COPPAGE of Tri-State Welding in Keokuk was the guest speaker here on September 21st for a program covering the safe use of acetylene tanks. Employees attending the presentation included (from left) Paul Wilmesmeier, Wilbur Haage, Elliot Young, Bob Cousins, Jerry Boyer and Florabel Herzog.

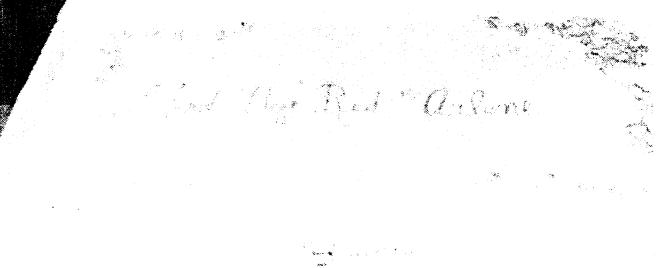
# Retirements and Anniversaries

**Red Wilson**  
Manufacturing  
24 Years Service  
Retired September 15

**Arlene Wilson**  
Industrial Engineering  
22 Years Service  
Retired September 15



**Neil Mutter**  
Data Processing  
30th Anniversary  
October 26



**Thelma Cowles**  
Production Planning  
& Inventory Control  
20 Years Service  
Retired October 31



**Eileen Wardlow**  
Customer Service  
28 Years Service  
Retired October 31



**Arla McDaniel**  
Shipping I  
40th Anniversary  
August 16



**Clarence Weilbrenner**  
Manufacturing  
37 Years Service  
Retired August 31



**Carl Siefken**  
Customer Service  
30th Anniversary  
December 1

**Ruth Lamborn**  
Pen Point  
40th Anniversary  
August 1  
Retired August 1

**Jim Comstock**  
Stock & Warehouse  
41 Years Service  
Retired September 15

**Clara Pancake**  
Litho  
10 Years Service  
Retired August 26

**Kathleen Maley**  
Plastic Fab  
9 Years Service  
Retired August 31

**Dorothy Wemette**  
Pen Point  
41 Years Service  
Retired August 31

**Jean Sporkman**  
Quality Assurance  
35th Anniversary  
November 24

**LaVaun Page**  
Pen Point  
32 Years Service  
Retired August 3

**Doris Scott**  
Plastic Fab  
5 Years Service  
Retired October 31

**444 Years  
with  
Sheaffer Pen**

# PEOPLE

## Married

- \*Judy Schwind to Tim Wagner, son of **Rosie Wagner**, Metal Fab, retired, August 6.
- \*Tommy Griffith to Donnie Sue Roxlau, daughter of **Clarine "Sam" Roxlau**, Quality Assurance, August 18.
- \*Clair Swinton to Gale Rhode, daughter of **Bob Rhode**, Product Development, August 20.
- \*Debbie Kuhljuergen to Dan Dunn, Ballpoint, September 3.
- \*Randy Hasenclever to **Peggy Bartlett**, formerly Buffing, daughter of **LaVerne Bartlett**, Buffing, September 24.
- \*Ed Kane to **Emily Cangas**, formerly Ballpoint, October 8.
- \*James Stemple, Molding, to **Roxanne Massey**, Molding, November 18.
- \*Robert Wabel to **Vernadine "Shorty" Burris**, Shipping 1, August 4.
- \*Joe McGraw to **Karen Johnson**, Plating, August 20.
- \*Janie Land to Stacy Hawkins, son of **Jean Hawkins**, Plastic Fab, November 18.
- \*Cherilyn Newberry to **Randy Scull**, son of **Vonda Scull**, Pen Point, October 29.
- \*Marcus Todd to Julie Garcia, daughter of **Agnes Garcia**, Skrip, November 19.
- \*Shirley Buckley, Office Services, to **Babe Serangeli**, Credit, December 3.

## Births

- \*A girl, Desiree Dawn, to **Robert and Paula Myers**, Customer Service, September 4. Paternal grandmother is **Jenny Myers**, Litho.
- \*A girl, Marissa Ann, to **Pamela and Thomas Marski**, Tool & Die, August 17.
- \*A boy, Michael Scott, to **Neil and Kathy McClellan**, August 17. Maternal grandparents are **James** (Ballpoint) and **Loretta Jinkens**, Plastic Fab.
- \*A boy, Andrew Thomas and a girl, Lisa Ann, to **Pat and Dianne McEntee**, August 21. Maternal grand-

mother is **Evelyn Woodruff**, Plastic Fab.

\*A girl, Tracy Lynn, to **Mark and Debbie Culbertson**, Molding, August 14.

\*A boy, Joshua Harlan, to **Harlan and Lori Pundt**, Art Department, September 24. Maternal grandmother is **Ruth Kirchner**, Plastic Fab.

\*A boy, Timothy James, to **Jeff and Karen Howard**, Traffic, October 2.

\*A boy, Michael Thomas, to **Donald and Cindy Campbell**, October 18. Maternal grandmother is **LaVerne Bartlett**, Buffing.

\*A girl, Amanda Lynn Shipman, October 12. Paternal grandmother is **Sonja Shipman**, Plastic Fab. Maternal grandmother is **Joan Hogan**, NoNonsense.

\*A girl, Andreya Campbell, to **Barton and Audrey Manny**, October 25. Paternal grandmother is **Lyla Manny**, Plating.

\*A boy, Daniel Adam, to **Lori and Ben Koslowski**, Ballpoint, October 20.

\*A girl, Katie Ann, to **Theresa and Ted Moeller**, Molding, November 28.

\*A girl, Raissa Marie, to **Renee and Randy St. Clair**, Molding, December 2.

\*A girl, Erin Marie, to **Patricia and Bob Howard**, Molding, November 5.

## Congratulations

\*To **Bob and Clemma Mapes**, Industrial Relations, on their 40th wedding anniversary, September 4.

\*To **Lew McAllister**, Engineering, elected president of the Fort Madison Chamber of Commerce for 1984.

\*To **Sue Kassmeyer**, named Lee County's outstanding 4-H home economics member for 1983. Sue is the daughter of **Doris Kassmeyer**, Metal Fab, and currently attends Kirkwood Community College in Cedar Rapids.

\*To **Cheryl Barber**, Art Department, elected corresponding secretary of the local Lambda Upsilon sorority chapter.

\*To **Holly Burleson**, named 1983 Lee County Junior Miss. The daughter of **Geri Burleson**, Molding, Holly was also picked fourth runner-up in the Iowa Modern



Dave Hauck

Miss Pageant this summer in Des Moines.

## Condolences

\*To the family of **Charles Bindewald**, Pen Point, retired.

\*To the family of **Sam Daugherty**, Plant 2, retired.

\*To **Charlotte Boatman**, Ballpoint, on the death of her brother.

\*To **Vernon Swick**, Housekeeping, retired, on the death of his wife.

\*To **Maria Hernandez**, Pen Point, on the death of her father.

\*To **Connie Bunker**, Litho, **Carmen Pohlpeter**, Litho, and **Peggy Pohlpeter**, Quality Assurance, on the death of their mother.

\*To **Betty Sokolik**, Litho, and **Karen Huffman**, Litho, on the death of their father. **Ruby Burdette**, sister of the deceased works in Litho.

\*To **Julia Mendez**, Metal Fab, on the death of her brother.

\*To the family of **Glorietta Casady**, Operations, retired.

\*To the family of **Wilbert Ott**, Molding, retired.

\*To the family of **Ernie Pezley**, Production Control, retired.

\*To the family of **Irene Currey**, Shipping I, retired.

\*To the family of **Sarah Bennett**, Shipping I, retired.



**RETIREE ETHEL DAVIS** is very proud of her grandson, **Tor Menke**, and she has every right to be. The seventeen-year old high school student has become somewhat of a hero in the Quad Cities due to the positive attitude and perseverance he has displayed during his recovery from a summer swimming accident that left him partially paralyzed. An article which appeared in the Quad City Times while Tor was recuperating in Davenport's Mercy Hospital quoted his father, Dave: "They have a saying around the hospital. If you're blue and depressed, go see Tor. He'll cheer you up." Tor is shown here after the Moline High School student body crowned him homecoming king in October. His mother, **Annette Davis Menke**, is a former employee of Sheaffer's Traffic Department.

# HAPPY HOLIDAYS

Dick Conella

Larry Peterman

Tom McAllister

Jerry B. Ford

Walter F. Mondale

Ed Towns

Ray R. Ratto

Norm Dolson

Bob Hamm

Glenn J. Swartz

Raymond Reiner

Dennis R. Boedeker



# Face to Face

August 1985

SHEAFFER EATON **TEXTRON**

Sheaffer Eaton Division of Textron Inc.



On the cover - "Borderline", a band featuring Sheaffer Eaton Q.A. Engineer Joe Sanford (left) on guitar and vocals, was one of many musical acts to perform at Riverfest '85, held July 3-7 at Fort Madison's Riverview Park. Pictured with Joe are Rick Wilson, guitar and vocals, and Tom Gerdies, drums. Not pictured is Keating Hissem, bass and vocals.

**Face to Face** is a newsletter for Sheaffer Pen employees, retirees and their families. It is published at the Sheaffer Pen Operation of Sheaffer Eaton Textron, 301 Avenue H, Fort Madison, Iowa 52627.

Dan Temberius/Editor



THE 1985 SAVINGS BOND DRIVE here has earned the company a U.S. Treasury Department Gold Star for outstanding participation in the Payroll Savings Plan. Terry O'Neill (left), area director for the Savings Bond Division of the Treasury Department, Des Moines, presented the award to Dick Canella, vice president, and Barb Thomas, bond drive coordinator, at a recent meeting of the company's Management Club. The Gold Star Award recognizes Sheaffer's record of five consecutive years in which fifty percent or more of employees purchased bonds through payroll savings.



## A message to all employees from Dick Canella

**D**uring the past several weeks, we have been on a four-day work schedule. This reduced work schedule was necessary to bring our inventory under control.

The main factor contributing to the need for the reduced work schedule is the continued lack of export orders. This is a very difficult situation and is beyond our control since it is influenced greatly by the high value of the United States dollar. The high value of our currency in relation to foreign currencies makes our products, and all American products, extremely high priced in foreign markets. It appears this problem will not be corrected in the near future.

Our domestic business remains good and is expected to pick up substantially as we move into the back-to-school and Christmas seasons. As announced, our work schedule returned to

five days in the second week of July to assure that we can respond to the needs of our customers and provide excellence in customer service.

Our products continue to be well accepted in all markets and I can assure you our marketing and sales departments are working hard to develop new programs that will have significant impact in the marketplace.

I want to personally thank all of you for your cooperation during this short-term problem.

As individuals, you can each make a substantial contribution not only to solving this short-term problem but in contributing to the future success of our company by continuing to produce high quality writing instruments.

We must produce quality.

# Quality - A Way of Life

by Rick Freis  
Chemical Process  
Engineering Manager

**Q**uality. You see and hear that word at work everyday. We all know that quality is everybody's responsibility and it is absolutely vital to our existence. But I feel that quality can be summed up in one word - pride. Pride in what you do,

the feeling that you know you did it right, the feeling that says nobody can do your job better than you can. Whether that job is setting up a buffing machine or transporting or packaging instruments, taking pride is what you do and in your

contribution is the key to achieving quality.

You read about Japanese technology or see the ads for Cross pens. Quality isn't the biggest or the best technology, nor is it gold-filled instruments. Quality is doing your job right the first

time and feeling good about knowing you did it the best way you know how.

Quality is a way of life.

## MY PERCEPTION OF QUALITY

by Eugene S. Khoong  
Laboratory Supervisor  
Chemical Process Engineering

**T**he word quality may have entirely different meanings to different groups of people. To a potential customer, quality might represent a piece of merchandise which will last for an indefinite period of time without major failure. To an ordinary person, quality could mean satisfaction with the world in which he (or she) lives. To a professional person such as an engineer or a lawyer, quality might mean helping people in the best way that he (or she) can by providing them with excellent services.

As a chemist and perfectionist, my perception of quality is threefold. First, quality has to be emphasized and standardized in

every single step of a production process that results in a finished product. All parties who contribute to the manufacture of a finished product must get involved. This ultimate goal will be extremely difficult to achieve if there is even one party in the organization who is reluctant to cooperate. Repetitive training and good communication are essential to obtaining satisfactory results. Furthermore, management must exhibit total commitment to this "quality concept" if any significant results are to be realized.

Secondly, standards for quality control must be set according to the tolerances allowed on equipment and

limitations on available technology. These will gradually decrease in magnitude as a result of scientific progress and technological advancement leading to quality improvement. This concept of improving quality is very important in our fast changing society. The use of robots, computer utilization of manual labor, statistical process control, etc., all contribute to progress in quality performance.

Lastly, the biggest hindrance to quality improvement is "resistance to change". During my seven years' stay in Fort Madison, I've observed that area residents, as is the case with most people, have difficulty

adjusting to rapid change. We are approaching the beginning of the 21st century - rapid change means improvement in life and has formed the basis for survival. It has become a necessity; it's not just a luxury anymore. In order to survive in this rapidly changing world, everyone must learn how to adapt quickly to change - without complaints.

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"The most revolutionary thing you can do in this country is change your mind."

Country Joe McDonald

# What's going on around here? What's going on around here?

Daily Democrat photo by James Ensign



RAY TAYLOR (right), plant engineer here, has been honored as Plant Engineer of the Year for 1984-85 by Chapter 164 of the American Institute of Plant Engineers. Presenting Taylor with a plaque is Chapter President Darell McPherson of the Gleason Corp.



THE WHITE DOTS, Sheaffer Eaton's entry in the Fort Madison Ladies' Slo-Pitch Softball League, are shown proving they can smile even on a bad night. (The evening this photo was taken they lost both games of a doubleheader.) Team members include (front, from left) Libby Day, Kathleen Pilkington, G. G. Humbard, Mary White, Del White; (middle) Donna Peterie, Patty Carter, Jane Cullen, Coach Gloria Rives, Malora Jarvis; (rear) Mercedes Lopez, Teresa Hauck, Pam Crutchfield, Carolyn McMillen and Debbie Gann. Not pictured is Assistant Coach Bill Meredith.

THE 1984 SAFETY RECORD of employees here has earned the company two awards. Terry Butler (left), safety and security manager, holds the Textron Certificate of Achievement, earned "for making a significant contribution toward Textron's goal of superior performance by substantially reducing employee occupational injuries." At right, Gary Lake, pen point department employee and safety representative for Local 1551 of the United Auto Workers, displays the Iowa Safety Council's Certificate of Meritorious Achievement, presented in recognition of Sheaffer's outstanding achievement in accident prevention. Pictured with Butler and Lake is Vice President Dick Canella.

What's going on around here? What's going on around here?



REPRESENTATIVES of the Sailor Pen Co., Ltd., of Japan, recently traveled here to observe manufacturing processes. Pictured in the metal fab department are (from left) Yoshitomo Matsumura, salesman, Osaka; Yasuo Kikuchi, engineer and section chief, Saitama; Brian Stone, first floor production superintendent at Sheaffer's main plant; Takasi Kiyosawa, salesman, Osaka; Naohiko Miyake (partially hidden), senior production director, Tokyo; Akio Kato, engineer and section chief, Hiroshima; and Kiroku Ishii, plant manager, Hiroshima. Seated at the machine in the foreground is Sharon Ryder, light production operator. Sailor Pen has served as a distributor of Sheaffer products since 1971 and is a well known manufacturer of writing instruments.



BILL MURATA (center), marketing manager for Phoenix International, Agana, Guam, was a recent visitor here. He is pictured with Carl Siefken (left), international sales services manager and Dick Graning, pen point department general foreman. Phoenix International is a distributor of Sheaffer products.



THE SHEAFFER SOFT STROKES are the reigning champions of the Villagers Women's Bowling League at Fort Madison's Sahara Bowl. Team members are (from left) Carol Hanna, Dee LaGrange, Sandy Avery, Vonda Scull and Captain Jane Cullen.

147 EMPLOYEES, including Joann Porter (right), donated blood when the Galesburg Regional Red Cross Bloodmobile stopped here on June 5th. Gertrude Ketcham (left), wife of Retiree Forrest Ketcham, assisted the Red Cross crew as a volunteer. Eleven employees joined various gallon clubs as a result of their donations. They include: Hazel Dohman, Ann Sanford, Sonja Shipman, Debra Spiker, Margaret Goetz, Lisa Howell, Barbara Andrews, Debra McAlister and Dan Dunn (one gallon); Sandy Bremhorst (two gallons); and Betty Newkirk (three gallons).

# Retirements and Anniversaries

Janet Cruickshank  
Office Services  
35th Anniversary  
May 25

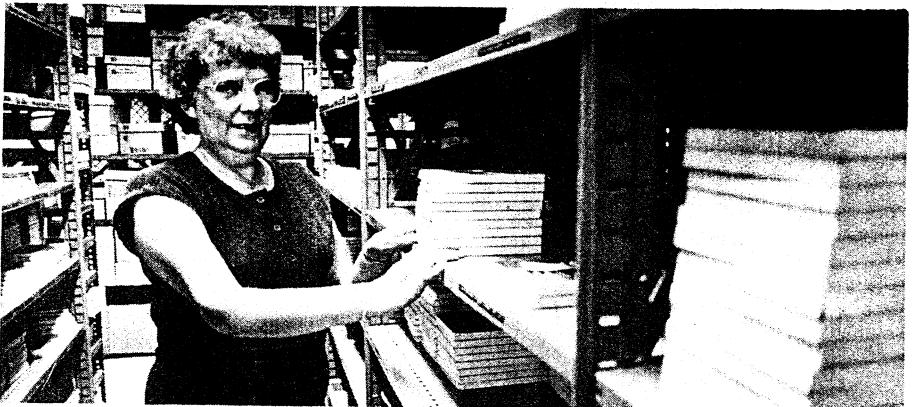
Juanita Graber  
Pen Point  
8 Years Service  
Retired July 22



Wilmeta Hamilton  
Plastic Fab  
12 Years Service  
Retired May 4



Betty Comstock  
CDW  
40th Anniversary  
July 15



Betty Dietzman  
Pen Point  
19 Years Service  
Retired May 14



Dennis Fraise



Doris Krieger  
Accounting  
30 Years Service  
Retired July 17

Dick Graning  
Pen Point  
25th Anniversary  
May 19

**Norm Dodson**  
Product Development  
14 Years Service  
Retired June 30



**Ione Pool**  
Pen Point  
30th Anniversary  
May 13



**Conrad Gillett**  
AIS Mfg.  
43 Years Service  
Retired May 31



**Bill Salladay**  
Buffing  
25th Anniversary  
July 29



**Iris Mansheim**  
Pen Point  
25 Years Service  
Retired June 3



**Bruce Carlson**  
Product Development  
25th Anniversary  
June 2

**Oscar Schiller**  
Production Control  
39 Years Service  
Retired May 31

**Violet Maxson**  
Metal Fab  
25 Years Service  
Retired May 10

**Virginia Gilman**  
Production Control  
25th Anniversary  
July 2

**Kay Jeffries**  
Pen Point  
11 Years Service  
Retired May 31

**431 Years  
with  
Sheaffer Pen**

# PEOPLE

## Married

- \*Dawn Bruce to Jeff Doore, March 30. Jeff is the son of Linda Doore, Office Services.
- \*Jan Carrell, Credit, to Vincent Garza, June 1.
- \*Tom Sokolik to Leann Thomas, June 8. Leann is the daughter of Barb Thomas, Industrial Relations.
- \*Valerie Guzman, Pen Point, to Dick Rempe, June 22.

## Births

- \*A daughter, Anita Marie, to Darrell and Debbie Wagner, May 6. Paternal grandmother is Anita Wagner, Production Control.
- \*A daughter, Cadence Lorraine, to Greta and Kenny Dunn, McMinnville, May 19.
- \*Twin daughters, Rachel Dawn and Kimberly Ann, to Della and Faron Miller, May 20. Maternal grandfather is Delmer Gussey, McMinnville.
- \*A son, Adam Lee, to Phillip and Anita Westfall, Packaging, May 25.
- \*A daughter, Emily Suzane, to Roger and Brenda Featherington, Metal Fab, June 1.

## Congratulations

- \*To George Davey, son of Carole Davey, Operations Office. George, a 1985 FMHS graduate, received the Bradley Cuthbert award and will enroll in the University of Iowa's Pre-Med program in the fall.
- \*To Tammy Thompson, daughter of Don Thompson, Accounting. She is a 1985 FMHS graduate and has been named recipient of the first Fahey Memorial Scholarship. She has been accepted with recognition at Iowa State University in Ames where she plans to enter pre-veterinary medicine studies.

\*To Rolland and Anita Wagner, Production Control, on their 30th wedding anniversary, June 3.

\*To Tim and Alice Johnston, Production Control, on their 35th wedding anniversary, June 18.

\*To Betty and Maurice Kaltefleiter, Housekeeping, retired, on their 50th wedding anniversary, June 25. Betty is a former employee of the Shipping Department.

\*To John and Teresa Gorham, Plastic Fab, on their 25th wedding anniversary, July 3.

## Condolences

- \*To the family of Clifford (Shorty) Gray, Housekeeping, Plant 5.
- \*To Doris Kassmeyer, Nononsense, on the death of her mother.
- \*To Hazel Yaunk, Shipping, on the death of her daughter.
- \*To Margaret Sayers, Molding, on the death of her brother.
- \*To Rose Briggs, Accounting, on the death of her husband.

## Footwork earns \$2,000 for March of Dimes

April 28th was a busy day for twenty Sheaffer Eaton employees who participated in the March of Dimes Walk America/Team-walk 85. Prior to the walk, members solicited pledges to earn money for covering the 20 kilometer (12.4 miles) route. The event raised over seven thousand dollars for the Southeast Iowa March of Dimes. Sheaffer employees raised over two thousand dollars. Participants included Edna Duce, Debbie Culbertson, Vicki Warner, Judy Tucker, Kim Mitchell, Eugene Khoong, Kevin Dankert, Rick Freis, Dottie Fraune, Karen Marsden, Annie Vega, Jean Coppage, Jean Hawkins, Marlyce Allison, Ron Meierotto, Alice Johnston, Don Thompson, Del White, Letha Higgins and John Conley.



DAVID SALLEN is pictured beside his collection of Sheaffer writing instruments and related memorabilia, which was displayed at the Fort Madison Historic Center in June and

July. A member of the Fountain Pen Collectors Association, Sallen began his hobby in 1970 by purchasing a 1934 Sheaffer pen at a garage sale. The oldest instrument in his col-

lection is a lever-filling fountain pen produced in 1914. Sallen, public defender for Lee County, also operates a private law practice locally.

## Pieraerd named to European sales post

Herman Rutgers, managing director of Sheaffer Pen Benelux and Scandinavia, has announced that Willy Pieraerd has joined the operation as sales manager for Belgium and Lux-

embourg.

According to Rutgers, Pieraerd gained extensive experience in marketing and sales through employment in the paper and board industry.

He reports to Rutgers.

Pieraerd and his family live in the Antwerp area of Belgium.